



Coordinated Public Transit-Human Services  
Transportation Plan for Santa Barbara County



**November 15, 2007**

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# Transportation Connections

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(North County)

#### **Cathy Farrar**

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#### **Richard Fernbaugh**

(North County)

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(South Coast)

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(North County)

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(South Coast)

#### **Petra Löwen (Vice Chair)**

(South Coast)

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North County

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(North County)

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(North County)

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(North County)

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#### **Victor Suhr**

(South Coast)

#### **Jim Talbott (Chair)**

(North County)

#### **Ed Zoost**

(North County)

#### **Children and Families Commission**

(Community outreach)

#### **Santa Barbara Metropolitan Transit District (SBMTD) –**

transit agency (South Coast)

#### **County of Santa Barbara – transit agency representative**

#### **Santa Ynez Valley Transit – transit agency**

(Santa Ynez Valley)

#### **Transit user**

(Lompoc, representing disabled transit users)

#### **City Of Lompoc Transit (COLT) – transit agency**

(Lompoc)

#### **Santa Barbara Community Services**

(Social service provider for persons of limited means)

#### **LOVARC**

(Social service agency serving the disabled)

#### **Transit user**

(Community outreach)

#### **R&D Transportation**

(Social service provider for persons of limited means)

#### **Independent Living Resource Center**

(Social service provider for disabled)

#### **Community Partners in Caring**

(Social service provider for seniors)

#### **Santa Ynez Valley People Helping People**

(Community outreach)

#### **Easy Lift – CTSA**

(South Coast)

#### **Santa Maria Area Transit (SMAT) – transit agency**

(Santa Maria)

#### **Vocational Training Center**

(Community Outreach)

#### **Community Access Network**

(Community outreach)

#### **Farmworker Representative**

#### **Transit user**

(Representing senior transit users)

#### **SMOOTH (Santa Maria Organization of Transportation**

Helpers) – CTSA (Santa Maria Valley)

#### **Transit user**

(Representing senior transit users)

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## Executive Summary

*Transportation Connections* is Santa Barbara County's federally mandated Coordinated Public Transit-Human Services Transportation Plan for Santa Barbara County. The plan acts as a tool for stakeholders to identify transportation needs in the community and determine the best strategies for prioritizing the distribution of federal transit funds to address those needs in urban and rural areas of Santa Barbara County through coordinating or implementing new transportation services.



Chapter 2 provides an overview of existing transportation connections, describing the availability of conventional fixed route public transit and complimentary ADA services provided by the Consolidated Transportation Service Agencies (CTSAs). The chapter also reports on a survey to determine the extent of social transportation services provided by public agencies and non-profits.

Chapter 3 reports on the transit dependent population and missing transportation connections to identify gaps and service deficiencies. There are some re-occurring gaps and deficiencies that include the need for improved interregional transit and improved access to after school programs and medical services. A new theme of concern is people of very low income, including fixed income seniors, being unable to afford bus fare to access senior nutrition and other programs.

It is also evident from the outreach effort that many social service agencies that provide transportation are unaware of existing transit services and that there is limited coordination of transportation services by social service agencies. Therefore, information dissemination, facilitating the role of CTSAs, prioritizing access of low-income persons to medical care and expanding public transit coverage and frequency are important priorities.

Chapter 4 recommends strategies, in priority order, that address improved coordination and expansion of transit services will help address the Goal of improving transportation connections.

### Coordination

1. Increase awareness of Social Service Agencies and non-profits about existing transportation services provided by CTSAs and local transit operators in Santa Barbara County. As resources permit, expand the role of CTSAs and transit agencies in coordinating services (to include bi-lingual services) in Santa Barbara County so they become mobility managers/transportation clearinghouse for social services transportation in their regions.
2. Promote exchange or brokering of client transportation needs between agencies to consolidate the provision of transportation services
3. Develop programs that provide multiple benefits and improve the information flow between transit providers and social service providers

## **Expansion of Transit Services**

1. Improve the access of persons of low income to health care
2. Address interregional transit needs
3. Target low income individuals in job access programs
4. Provide low income seniors and the disabled with new access opportunities
5. Promote use of CTSA's in providing and coordinating social services transportation as resources permit

Experience has demonstrated that acting as the CTSA, both SMOOTH and Easy Lift can provide consolidated transportation for social service agencies. By providing services such as vehicles, maintenance, drivers and more, the CTSA's can assist the social service providers in meeting their transportation need at reduced cost. Therefore, CTSA's can fill an important role in facilitating the objective of this plan. The strategy selected relies on CTSA's for improved service delivery. However, the CTSA's have experienced challenges in consolidating transportation services because of the reluctance of social service providers to let go of the control they have when they have their own vehicle, even though these vehicles are expensive to operate and maintain. This situation is not unique to Santa Barbara County, but is experienced nationwide. This does represent an ongoing challenge to the implementation of a consolidated public transit human services transportation plan.

Finally, the Chapter outlines a selection process and scoring criteria for the federal grant programs, Section 5310, Jobs Access and New Freedom. These criteria will be applied in 2008 when a new funding cycle is initiated. The evaluation criteria emphasize project need and effectiveness. Effectiveness is assessed by the number of new rides and improved access to jobs or services for the disabled.

# Chapter 1

## Introduction

### 1.1 Background and Purpose

*Transportation Connections* is Santa Barbara County's Coordinated Public Transit-Human Services Transportation Plan for Santa Barbara County. The plan acts as a tool for stakeholders to identify transportation needs in the community and helps determine the best strategies for prioritizing the distribution of federal transit funds to address those needs in urban and rural areas of Santa Barbara County through coordination or implementing new transportation services.



### SAFETEA-LU

On August 10, 2005, the President signed into law the Safe, Accountable, Flexible, Efficient Transportation Equity Act - A Legacy for Users (SAFETEA-LU). With guaranteed funding for highways, highway safety and public transportation totaling \$244.1 billion, SAFETEA-LU represents the largest surface transportation investment in our nation's history. The two landmark bills that brought surface transportation into the 21st century—the Intermodal Surface Transportation Efficiency Act of 1991 (ISTEA) and the Transportation Equity Act for the 21st Century (TEA-21) — shaped the highway program to meet the nation's changing transportation needs. SAFETEA-LU builds on this firm foundation, supplying the funds and refining the programmatic framework for investments needed to maintain and grow our vital transportation infrastructure.

SAFETEA-LU addresses the many challenges facing our transportation system today – challenges such as improving safety, reducing traffic congestion, improving efficiency in freight movement, increasing intermodal connectivity and protecting the environment – as well as laying the groundwork for addressing future challenges. SAFETEA-LU promotes more efficient and effective federal surface transportation programs by focusing on transportation issues of national significance, while giving state and local transportation decision makers more flexibility for solving transportation problems in their communities.

### 1.2 Requirements of the Coordinated Plan

Starting in Federal Fiscal Year 2007, SAFETEA-LU requires that projects funded under the Elderly Individuals and Individuals with Disabilities (FTA 5310), Jobs Access and Reverse Commute (FTA 5316) and New Freedom programs (FTA 5317) be derived from a local coordinated public transit-human services transportation plan.

The plan acts as a tool in identifying needs in the community and helps determine the best strategies for prioritizing the distribution of federal transit funds to address those needs in urban and rural areas. The plan needs to include certain requirements as provided by the Federal Transit Administration to insure continued eligibility for these funding programs. Only projects that are consistent with the plan are eligible to receive these funds.

The required elements are as follows:

1. An assessment of available transportation services that identifies current providers (public, private and non-profit);
2. An assessment of transportation needs for individuals with disabilities, older adults and people with low incomes;
3. Strategies and/or activities to address the identified gaps and achieve efficiencies in service delivery

### **1.3 Federal Funding Program Description**

**FTA 5310 (Elderly and Disabled Program)** - The 5310 program provides formula funding to assist private non-profit groups and transit operators in meeting the transportation needs of the elderly and persons with disabilities when the transportation service provided is unavailable, insufficient or inappropriate to meeting these needs. The funds are apportioned based on each state's share of population for these groups of people and awarded to projects through a statewide competitive selection process. Funds may be used for capital equipment such as small buses, vans, radio equipment and computers.

**FTA 5316 (Jobs Access/Reverse Commute)** - The purpose of the 5316 program is to develop transportation services designed to transport welfare recipients and low income individuals to and from jobs as well as to develop transportation services for residents of urban centers and rural and suburban areas to suburban employment opportunities. Emphasis is placed on projects that use mass transportation services.

Grants may fund capital projects and operating costs of equipment, facilities and associated capital maintenance items related to providing access to jobs; promote use of transit by workers with nontraditional work schedules; promote use by appropriate agencies of transit vouchers for welfare recipients and eligible low-income individuals; and promote use of employer-provided transportation including the transit pass benefit program.

**FTA 5317 (New Freedom)** - This funding program encourages services and facility improvements to address the transportation needs of persons with disabilities that go beyond those required by the Americans with Disabilities Act. Funds are allocated through a formula based upon population of persons with disabilities.

## 1.4 Santa Barbara County Transit Advisory Committee



The Santa Barbara County Transit Advisory Council (SBCTAC) was established in 2001 as the social services transportation advisory council in accordance with Government Code Section §99238.<sup>1</sup> SBCTAC is composed of representatives from fixed route and paratransit agencies, social service agencies that provide services to the disabled and senior population and transit users. SBCTAC meets monthly to identify and discuss issues regarding transit needs and to review and recommend actions to the Santa Barbara County Association of Governments (SBCAG) as the Regional Transportation Planning Agency (RTPA). SBCTAC plays a very important role by advising SBCAG on the annual transit needs assessment and other major transit issues, including the coordination and consolidation of specialized transportation services. SBCTAC guided the development of the consolidated plan.

## 1.5 Plan Development Process and Public Input

Following discussions with public transit agencies in 2006 SBCAG became lead agency for the development of the Consolidated Plan for Santa Barbara County. SBCAG applied to Caltrans Division of Mass Transit for funding to develop the plan. Funding was received in 2007. The Santa Barbara County Transit Advisory Committee (SBCTAC) of SBCAG, which is the Social Service Transportation Advisory Committee for Santa Barbara County, reviewed the scope of work and initial technical products prepared by SBCAG staff. Staff conducted a survey of social service agencies and non-profits in early 2007 to assess to what extent transportation services are provided by these organizations. Because the survey response was somewhat disappointing, SBCTAC recommended that SBCAG staff hold regional workshops to facilitate additional input in the development of the plan by non-profit and public agencies and the general public. Staff conducted four separate public workshops in different portions of the County during the month of July. Following this input, a draft set of coordination strategies were prepared and reviewed with SBCTAC. In October, staff presented a draft plan that was approved for release to the public by SBCTAC. Notices were posted on the SBCAG web site and flyers were e-mailed to the SBCAG e-mail notification list and sent to many organizations and agencies. In November, SBCTAC recommended approval of Transportation Connections. On November 15, the SBCAG Board conducted a public hearing on the Plan and following the hearing adopted Transportation Connections.

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<sup>1</sup> Code 99238 states, "Each transportation planning agency shall provide for the establishment of a social services transportation advisory council for each county, or counties operating under a joint powers agreement, which is not subject to the apportionment restriction established in Section 99232." Committee members must include representation from senior citizen and disabled transit user groups, social service providers to seniors, disabled and low-income persons, transportation providers to seniors, disabled and low-income persons and CTSAs.

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## **Chapter 2**

### **Existing Connections: What Transportation Services Are Available?**

#### **2.1 Introduction**



Santa Barbara County residents have access to a wide array of local, regional and inter-regional transit services, with over 7 million transit trips taken in Fiscal Year 2006.

Local fixed route services are provided in Guadalupe, Lompoc, the South Coast, Santa Maria and the Santa Ynez Valley. There are a number of regional and inter-county services connecting cities and communities within Santa Barbara County and services with connections to Ventura and San Luis Obispo counties.

Additionally, Easy Lift and SMOOTH also provide other coordination services to local social service agencies on the Santa Barbara South Coast and Santa Maria Valley.

#### **2.2 Overview of Santa Barbara County**

Santa Barbara County, located on the south central coast of California, is bordered on the north by San Luis Obispo County and on the east by Ventura County and by the Pacific Ocean to the west and south. Served by United States Highway 101, Santa Barbara lies 100 miles north of Los Angeles and 300 miles south of San Francisco.



From the coastline, identified as the “South Coast”, to the inland north of the Santa Ynez Mountains, identified as the “North County”, Santa Barbara County occupies 2,745 square miles of land and has 1,989 miles of roadway to travel. With a population of over 421,000 (Table 2.1) and an unemployment rate of 4.7% (2005), Santa Barbara County has a strong economy that includes high tech, service, agriculture and tourism industries, as well as government and education, including Vandenberg Air Force Base and the University of California – Santa Barbara.

The communities of the South Coast, like the communities of the North County, are integrated economically, culturally and environmentally. However, there is a documented imbalance of jobs and housing between the South Coast and the North County that has led to increased transportation demands on US 101 and State Route 154. There is a more significant jobs/housing imbalance between the Ventura County and the South Coast. It is the latter that has exacerbated congestion on Highway 101 in the South Coast. In addition, there is an emerging jobs/housing imbalance between the Santa Maria-Orcutt area and Southern San Luis Obispo County.

**Table 2.1: Population by City, 2006**

<b>Location</b>	<b>Population</b>
Buellton	4,548
Carpinteria	14,172
Goleta	30,290
Guadalupe	6,423
Lompoc	41,915
Santa Barbara	89,548
Santa Maria	90,204
Solvang	5,369
*Unincorporated Santa Barbara County - South Coast	71,916
*Unincorporated Santa Barbara County - North County	67,240
<b>Total Department of Finance 2006</b>	<b>421,625</b>

### **2.3 Public Transportation Providers in Santa Barbara County**

#### **City of Lompoc Transit (COLT) -**

[www.cityoflompoc.com/departments/pworks/trans/colt.htm](http://www.cityoflompoc.com/departments/pworks/trans/colt.htm)



COLT provides fixed route and demand response service Monday through Friday, between the hours of 6:30 AM and 8:00 PM and on Saturdays between the hours of 9:00 AM and 5:00 PM.

COLT had 306,651 boardings in Fiscal Year 2006, resulting in a 7.2% increase in ridership from FY 2005.

#### **Clean Air Express -** [www.cleanairexpress.com](http://www.cleanairexpress.com)



In meeting the growing demand for commuter service between the North County (housing) and the South Coast (jobs) and in anticipation of greater ridership through increased outreach efforts, the number of Clean Air Express routes were expanded to ten (from eight) on September 1, 2004. As a result of the new Clean Air Express buses SBCAG purchased in late 2003, the total number of seats available for commuters increased 35% in 2004, from 408 to 550. As part of the September 2004 service expansion, the Clean Air Express responded to the most frequent service requests by initiating service for commuters who work a traditional 8:00 AM to 5:00 schedule in downtown Santa Barbara.

Clean Air Express had 163,891 boardings in Fiscal Year 2006, resulting in a 28.6% increase in ridership from FY 2005.

**Table 2.2: Overview of Available Services in Santa Barbara County**

City or Community Served	Local Services				Regional Services								Inter-County		Private Carriers				
	COLT	SMAT	Guadalupe Shuttle	SYVT	Los Alamos Shuttle	New Cuyama Shuttle	Guadalupe Flyer	Breeze Bus	Clean Air Express	Valley Express	SBMTD	Amtrak Bus	Coastal Express	RTA Route 10	Greyhound	Chumash Casino Shuttle	Central Coast Shuttle	Roadrunner Shuttle	SuperRide Airport Shuttle
Santa Maria		X			X	X	X	X	X			X		X	X	X	X		X
Santa Ynez				X															X
Santa Barbara	X								X	X	X	X	X		X	X	X	X	X
Goleta									X	X	X	X	X			X		X	X
Carpinteria											X	X	X					X	X
Lompoc	X							X	X			X				X			X
Buellton				X						X		X				X	X		X
Solvang				X						X		X							X
Los Olivos				X															X
Guadalupe			X				X					X							X
Los Alamos					X														X
Vandenberg Air Force Base								X									X		X
Vandenberg Village/Mission Hills	X							X											
Ballard				X															X
New Cuyama						X													
Orcutt		X						X	X										X
Nipomo														X					
San Luis Obispo												X		X	X				
Ventura												X	X				X	X	X

### **Coastal Express**



The Coastal Express, which is administered by the Ventura County Transportation Commission, provides commuter service that connects the cities of Ventura, Carpinteria, Santa Barbara and Goleta. Morning and afternoon trips serve Goleta and UC Santa Barbara while remaining trips serve downtown Santa Barbara.

Coastal Express had 152,717 boardings in Fiscal Year 2006, resulting in a 48.3% increase in ridership from FY 2005.

### **Cuyama Transit**

Cuyama Transit provides demand response service to all Cuyama residents on Tuesday and Thursdays between the hours of 8:30 AM to 4:00 PM. As this small community is isolated in the northeast region of Santa Barbara County, this is inter-regional service with trips provided to Santa Maria, Taft and Bakersfield. Cuyama Transit had a ridership of 2,271 in 2006.

### **Guadalupe Flyer**

The Guadalupe Flyer provides service between the cities of Guadalupe and Santa Maria, Monday through Friday, between the hours of 6:15 AM and 6:15 PM and on Saturdays between the hours of 8:15 AM and 5:00 PM. Ridership on the Flyer for 2005–2006 was 75,290. This reflects an increase of 13.1% over the 2004-2005 ridership.

### **Guadalupe Shuttle**

The Guadalupe Shuttle provides fixed route in-town circulator service, Monday through Friday between the hours of 10:00 AM and 3:50 PM. The Shuttle had a ridership of 27,719 in 2005-2006, reflecting a 20.6% increase over the 2004-2005 ridership.

### **Los Alamos Transit**

Transit service in Los Alamos was inaugurated April 2004. This is a pilot program, providing service on Tuesday and Saturday with an 8:00 AM and 11:00 AM pick up from Los Alamos and a pick up from Santa Maria to return to Los Alamos at 10:00 AM and 3:00 PM.

### **The Breeze**



North County intercommunity transit service – “The Breeze”, began service on May 9, 2005. The route which serves commuter and general use ridership between Santa Maria, Vandenberg Air Force Base and Lompoc from 5:45 AM until 6:45 PM, Monday through Friday. It should be noted that this is a three-year pilot program and upon a successful and viable service outcome, additional phases of intercommunity transit service in the North County will be considered. In 2005-06, Breeze ridership was 36,843.

### **Santa Maria Area Transit (SMAT)**



SMAT provides fixed route and demand response service Monday through Friday, between the hours of 6:00 AM and 7:30 PM, Saturday between the hours of 7:30 AM and 6:25 PM and Sunday service between the hours of 9:15 AM and 3:45 PM.

In 2005-06, SMAT had 969,251 fixed route boardings and 22,767 demand response boardings. This represented an increase in fixed route ridership of 25.3% and a decrease in demand response ridership of 4.4% from 2004-05.

The City of Santa Maria is currently in the process of design and construction of a new transit center at Miller and Boone streets. The City is using a combination of TDA and FTA 5307 funds for land lease, environmental assessment and design costs. The City continues to seek additional sources of funding to develop an adequate funding mix to complete project construction. The Center will enable consolidation of all public transit providers into one central location featuring indoor waiting and restroom facilities, staffed information and ticket sales booths and concessionaires.

### **Santa Ynez Valley Transit (SYVT)**



Santa Ynez Valley Transit provides fixed route and demand response service Monday through Saturday, between the hours of 7:00 AM and 6:30 PM. The 2006 ridership was 35,617 fixed route passengers and 4,975 demand response passengers. This reflects a 9.1% increase in the fixed route ridership and a 1% decrease in the demand response

ridership from the previous reporting year. The 2005-06 farebox was 17.5%, showing a decrease from the previous year of 8.7%.

### **Santa Barbara Metropolitan Transit District (SBMTD)**



Currently, SBMTD provides fixed route service Monday through Friday, 5:00 AM through midnight; Saturday, 6:00 AM through 11:00 PM; and Sunday, 6:00 AM through 10:00 PM (limited routes). Demand response service is provided through Easy Lift Transportation, which provides service Monday through Friday, 5:30 AM through midnight;

Saturday, 6:00 AM to 11:30 PM; and Sunday, 6:30 AM through 10:00 PM.

SBMTD had a ridership of 7,278,651 (an increase of 1.5% from 2004-05).

### **Valley Express**



SBMTD began the Valley Express commuter service between the Santa Ynez Valley and the South Coast on March 1, 2005. Service includes four routes with stops in Solvang and Buellton, with commuter hour service leaving the Santa Ynez Valley from 6:15 AM to 7:00 AM and leaving the South Coast from 4:40 PM to 5:20 PM. As demand for service increases and trends for service develop, SBMTD will work cooperatively with North County jurisdictions in seeking funding to provide expanded service. This increase in service will include general use fixed route service between the Santa Ynez Valley and the South Coast. The service is being implemented as a 3-year pilot program.

The Valley Express had a ridership of 22,228 in Fiscal Year 2005/2006.

## **2.4 Consolidated Transportation Service Agencies (CTSAs)**

Consolidated Transportation Service Agencies were created in 1979, when the state legislature passed Assembly Bill 120, "The Social Services Transportation Improvement Act." The vision behind creating this model was to promote the benefits of coordinated transportation among specialized transportation providers. These agencies are charged with the development and implementation of regional coordination of services and improvement of transportation services to seniors, persons with disabilities, the young and the low-income disadvantaged.

SBCAG has designated two agencies in Santa Barbara County to be CTSAs; **Easy Lift Transportation** on the South Coast and **Santa Maria Organization of Transportation Helpers (SMOOTH)** for the Santa Maria Valley. An overview of the programs and services each organization operates are presented below.

### **2.4.1 Santa Maria Organization of Transportation Helpers**

SMOOTH provides specialized transportation in Northern Santa Barbara County to various communities and community organizations listed below. SMOOTH is the designated CTSA for the Santa Maria Valley; is a contract operator for the Los Alamos Shuttle, the Guadalupe Flyer and Shuttle; and serves as a non-profit transportation provider. SMOOTH provides community transportation through multiple agreements with social service and government agencies. For example, SMOOTH provides transportation to low income youth for the First 5 programs of the Santa Barbara County Children and Families Commission; transportation service to developmentally disabled adults of the Tri Counties Regional Center/R & D Transportation in Northern Santa Barbara County traveling to work training facilities, work sites and day care facilities; and transportation of seniors to the Wisdom Center, among others. SMOOTH also provides specialized event charter services, drivers for agencies that have vehicles, mobility training and trip planning.

### **2.4.2 Easy Lift Transportation**

Easy Lift Transportation is the designated CTSA on the Santa Barbara South Coast.

Easy Lift Transportation has provided frail elderly and temporarily or permanently disabled individuals with wheelchair-accessible transportation. Easy Lift's service area includes all of south Santa Barbara County. Easy Lift is the only general public Dial-A-Ride service in the area residents who have a physical or cognitive impairment that excludes them from using fixed route transit or SBMTD.

In 1998, Easy Lift established the Human Service Radio Network. Easy Lift dispatches over 40 vans from nearly a dozen local non-profit agencies via their dispatch communications center.

Under the Loaner Vehicle program, the requesting organization provides Easy Lift with a candidate that will be trained to become an Easy Lift volunteer driver. Once training is completed, this individual may borrow Easy Lift vans to transport the agency's own clients. Easy Lift provides the training, insurance and van free of charge. The participating agency must replace gas they use at their own expense.

To provide transportation options for seniors and the physically challenged, Easy Lift created the Mobility Training Program. Easy Lift's mobility trainer works one-on-one with individuals to teach them such skills as how to read a Santa Barbara MTD bus schedule, where to catch the MTD bus they need and so on. The trainer will even ride with program participants on a repeated basis until they feel comfortable navigating fixed route bus service on their own.

## 2.5 Public Transit Ridership and Availability

**Table 2.3: Transit Ridership – Santa Barbara County, 1998-2006**

Transit System	FY 97-98	FY 98-99	FY 99-00	FY 00-01	FY 01-02	FY 02-03	FY 03-04	FY 04-05	FY 05-06	Percent Change between 04 and 05
<b>Clean Air Express</b>	83,781	85,008	92,400	125,900	110,458	116,272	113,608	127,435	163,891	<b>28.6%</b>
<b>Coastal Express</b>					46,293	66,089	91,030	102,967	152,717	<b>48.3%</b>
<b>COLT</b>	156,066	128,506	105,059	138,004	196,976	210,375	248,446	286,080	306,651	<b>7.2%</b>
<b>Cuyama – SB County</b>	286	272	275	2,025	2,544	2,505	2,577	2,525	2,271	<b>-10.1%</b>
<b>Easy Lift Transportation</b>	47,182	54,192	62,469	53,941	50,596	61,388	21,420*	64,702	60,122	<b>-7.1%</b>
<b>Guadalupe Flyer</b>		22,027	34,192	Not available	59,058	69,312	63,279	66,579	75,290	<b>13.1%</b>
<b>Guadalupe Shuttle</b>				Not available	15,780	17,038	16,394	22,992	27,719	<b>20.6%</b>
<b>Los Alamos – SB County</b>								655	-	
<b>SBMTD</b>	6,771,399	6,908,101	7,070,701	7,179,394	6,903,482	7,005,474	7,004,009	7,169,752	7,278,651	<b>1.5%</b>
<b>SMAT – demand response</b>	29,313	32,948	26,538	N/A	28,698	26,271	27,291	23,818	22,767	<b>-4.4%</b>
<b>SMAT – fixed route</b>	494,026	502,424	539,370	582,300	632,893	684,723	649,030	773,469	969,251	<b>25.3%</b>
<b>SYVT – demand response</b>	See above	See above	5,682	N/A	9,645	6,417	4,522	5,001	4,975	<b>-0.5%</b>
<b>SYVT – fixed route</b>	24,296	24,956	17,977	26,130	31,023	33,061	32,244	32,660	35,617	<b>9.1%</b>
<b>The Breeze</b>									36,843	<b>-</b>
<b>Valley Express</b>									27,228	<b>-</b>
<b>Total</b>	<b>7,606,349</b>	<b>7,758,434</b>	<b>7,954,663</b>	<b>8,091,895</b>	<b>8,109,011</b>	<b>8,312,274</b>	<b>8,289,056</b>	<b>8,689,563</b>	<b>9,163,993</b>	<b>5.4%</b>

FY 97-98 to FY 99-00 source: Regional Transportation Plan 2000-2020, Santa Barbara County Association of Governments

FY 00-01 source: 2001 Travel Trends Report for Santa Barbara County; Santa Barbara County Association of Governments

FY 01-02 forward source: Transit agencies

Passenger count from service implementation in April 2004 to February 2005

\* FY 03-04 only reflects ADA complementary demand response service to SBMTD

Public transportation systems are summarized according to the geographic regions of the South Coast and North County (**Tables 2.4 and 2.5**).

**Table 2.4: Public Transportation Services by Region - South Coast**

<b>City / Community</b>	<b>Fixed Route</b>	<b>Demand Response</b>	<b>Commuter</b>
<b>Carpinteria</b>	SBMTD	Help of Carpinteria Easy Lift Transportation	Coastal Express Vanpools
<b>Goleta</b>	SBMTD	Easy Lift Transportation	Clean Air Express Coastal Express Valley Express Vanpools
<b>Isla Vista</b>	SBMTD	Easy Lift Transportation	Valley Express (connect @ UCSB)
<b>Montecito</b>	SBMTD	Easy Lift Transportation	None (connect @ Santa Barbara)
<b>Santa Barbara</b>	SBMTD	Easy Lift Transportation	Clean Air Express Coastal Express Valley Express Vanpools
<b>Santa Barbara City College</b>	SBMTD	Easy Lift Transportation	Valley Express
<b>Summerland</b>	SBMTD	Easy Lift Transportation	None (connect @ Santa Barbara)
<b>University of California Santa Barbara</b>	SBMTD	Easy Lift Transportation (Bill's Bus – private)	Clean Air Express Valley Express Vanpools
<b>Westmont College</b>	Westmont Shuttle	Westmont Dial-A-Ride	None (connect @ Santa Barbara)

\*SBMTD: Santa Barbara Metropolitan Transportation District



**Table 2.5: Public Transportation Services by Region - North County**

City / Community	Fixed Route	Demand Response	Commuter
<b>LOMPOC VALLEY</b>			
Lompoc	COLT	COLT	Clean Air Express/Breeze/Vanpools
Mission Hills	COLT	COLT	None (connect @ Lompoc)
Vandenberg AFB (to gate)	Breeze		Breeze
Vandenberg Village	COLT	COLT	Breeze
Allan Hancock College	COLT	COLT	Breeze
<b>SANTA YNEZ VALLEY</b>			
Ballard	SYVT	SYVT	None (connect @ Buellton)
Buellton	SYVT	SYVT	Clean Air Express/Valley Express
Los Olivos	SYVT	SYVT	None (connect @ Buellton)
Santa Ynez	SYVT	SYVT	None (connect @ Buellton)
Solvang	SYVT	SYVT	None (connect @ Buellton)
<b>SANTA MARIA VALLEY</b>			
Los Alamos	SB County – Los Alamos service		
Guadalupe	Guadalupe Flyer Guadalupe Shuttle	SMOOTH	None (connect @ Santa Maria)
Orcutt	SMAT	SMAT	Breeze
Santa Maria	SMAT	SMAT	Clean Air Express/Breeze/Vanpools
<b>CUYAMA VALLEY</b>			
Cuyama	Cuyama Valley Transit	Cuyama Valley Transit	None
New Cuyama	Cuyama Valley Transit	Cuyama Valley Transit	None

\*COLT: City of Lompoc Transit

\*SYVT: Santa Ynez Valley Transit

\*SMAT: Santa Maria Area Transit

## 2.6 Other transportation services

Tables 2.6 and 2.7 summarize the categories of public transit, fixed route and demand response service; commuter service, transit and vanpools; specialized transportation services, public and private non-profit; and private transportation services, including bus, rail and taxi service available by geographic area.

There are eight vanpool/carpool services originating in the North County and four vanpools originating in Ventura County that provide commuter transportation to the South Coast, as recorded by Traffic Solutions, the inter-agency Transportation Demand Management program of the Santa Barbara County Association of Governments. Traffic Solutions staff assists employers and individual commuters to form new vanpools with a \$3,600 vanpool subsidy program and helps vanpool coordinators fill vacancies on existing vanpools. In addition, in March 2005, Traffic Solutions launched an on-line carpool matchlist program that allows commuters to get up-to-date information about people with similar commute and work hours, who are interested in carpooling. The program generates a personalized carpool matchlist from which participants can send standardized or personalized emails to other commuters as well as update personal commute information. Commuters who do not have access to the internet can simply call Traffic Solutions at (805) 963-SAVE and a list of potential carpoolers will be sent to them via mail or fax.

**Greyhound** provides passenger bus service in Santa Barbara County with the opportunity to connect with destinations throughout the country. Service in Santa Barbara County is only available in Santa Maria and Santa Barbara with four daily northbound and southbound trips. The Greyhound stop in Santa Barbara is next to SBMTD's downtown transfer center. The Santa Maria stops are located on Cypress Street and at 205 S. Nicholson Avenue. SMAT Routes 2 and 20 stop near the Greyhound station.

**Amtrak – Bus connector service** - [www.amtrak.com](http://www.amtrak.com)



Amtrak currently provides passenger service in Santa Barbara County through a coordinated system of rail and bus service. The bus service, making connections to the Santa Barbara, San Luis Obispo and San Jose stations also serves Santa Maria and Buellton. Service between Solvang and Lompoc was terminated due to poor ridership. Under the current service contract, only rail passengers are allowed to use the Amtrak bus service. It should be noted however, that AB 765

(Salinas-2005) is proposing a change in legislation that would allow Amtrak bus service to be opened up to non-rail passengers in those areas where other intercity transit is not available. SBCAG will insure this option is considered in the development of the Northern Santa Barbara County Transit Plan.

### **Student Transportation**

Student transportation services vary according to the educational institution. In Santa Barbara County, there are four institutions of higher education with an enrollment of 45,401 students and 26 public school districts with an enrollment of 67,530 students (**Appendix B**). In general, public elementary and secondary educational institutions provide transportation service through contract services, vis-à-vis the "yellow school bus", based upon established geographic boundaries. This service is supplemented by public transit in both the South Coast and North County regions.

The higher education institutions are served by public transit to the campuses. Allan Hancock Community College is served by City of Lompoc Transit (COLT) at its Lompoc campus and by Santa Maria Area Transit (SMAT) at its Santa Maria campus. The College does not provide any additional transportation services for its students. Santa Barbara City

College is served by Santa Barbara Metropolitan Transit District (SBMTD) and also provides shuttle service on campus for disabled students.

Westmont College operates a shuttle between its campus and a number of locations around Santa Barbara. Shuttle service is provided Monday through Friday 11:30 AM through 10:31 PM, Saturday 9:30 AM through 12:01 AM and Sunday 11:00 AM through 10:31 PM. Dial-A-Ride shuttle service is also available to take students to specifically requested locations around Santa Barbara and between Carpinteria and UCSB. Dial-a-Ride provides service Monday through Friday 3:00 PM through 10:00 PM, Saturday 10:00 AM through 5:30 PM and Sunday 9:00 AM through 4:30 PM.

The University of California – Santa Barbara (UCSB) is served by local transit (SBMTD), ADA complementary paratransit (Easy Lift Transportation) and commuter transit (Clean Air Express). In addition, UCSB has a coordinated vanpool with six routes being offered from the North County and three routes being offered from Ventura County. UCSB, through the Transportation Alternative Program, coordinates carpools through a carpool match program. As well, UCSB is served by a private demand response service, Bill's Bus, which links Isla Vista and Downtown Santa Barbara, Thursday through Saturday 8:30 PM through 2:00 AM.

**Table 2.6: Transportation Systems in Santa Barbara County – South Coast**

Public Transit		Commuter Service		Specialized Service	Private Transportation Service			
Fixed Route	Demand Response	Transit	Vanpool	All	Airport Connectors	Bus Lines	Rail Lines	Taxis
Santa Barbara Metropolitan Transit District (SBMTD)	Easy Lift Transportation	Coastal Express	Coordinated through Traffic Solutions	American Cancer Society	Roadrunner Shuttle	Greyhound (Santa Barbara)	Amtrak (Santa Barbara)	Blue Dolphin Cab
								California Cab
	HELP of Carpinteria	Clean Air Express		American Medical Response (AMR)	Santa Barbara Air Bus			Fly By Night Cab
								Gold Cab
		Valley Express		AMR Santa Barbara Health Initiative	SuperRide Airport Shuttle			Liberty Taxi
								Orange Cab
								Roadway Cab
				Multipurpose Senior Services Program (MSSP)				Rose Cab
								SB Checker Cab
				Ride N' Care				Santa Barbara City Cab
				Senior Programs of Santa Barbara				South Coast Taxi
								United Taxi
								Yellow Cab

**Table 2.7: Santa Barbara County Transportation Systems – North County**

Public Transit		Commuter Service		Specialized Service		Private Transportation Service		
Fixed Route	Demand Response	Transit	Vanpool	All	Airport Connectors	Bus Lines	Rail Lines	Taxis
City of Lompoc Transit (COLT)	COLT	Clean Air Express/Breeze	Lompoc to Santa Barbara	American Cancer Society Lompoc	Central Coast Shuttle		Amtrak (Lompoc) Surf Station	Lompoc Taxi (Lompoc)
Cuyama Transit								
Guadalupe Flyer	Cuyama Transit	Santa Barbara Metropolitan Transit District Regional Service	Santa Maria to Goleta	American Cancer Society Santa Maria	Roadrunner Shuttle		Amtrak (Santa Maria) -bus-	A-1 Crown Taxi (Santa Maria)
Guadalupe Shuttle	Guadalupe Flyer	SLO RTA Route 10 (San Luis Obispo Regional Transit Authority)	Santa Maria to Goleta	American Medical Response (AMR)	SuperRide Airport Shuttle		Amtrak (Solvang) -bus-	Louie's Yellow Cab (Santa Maria)
Santa Maria Area Transit (SMAT)	SMAT	Clean Air Express Breeze		(AMR) Santa Barbara Health Initiative		Greyhound (Santa Maria)	Amtrak (Guadalupe)	Nipomo Taxi (Santa Maria)
Santa Ynez Valley Transit (SYVT)	SYVT	Valley Express		Central Coast Shuttle (VAFB)				Santa Maria Valley Taxi (Santa Maria)
				Multi Purpose Senior Services Program (MSSP)				A Taxi (Solvang)
				SMOOTH (SM Organization of Transportation Helpers)				
				LOMPOC Health Care Bus to South Coast				
				SMAT/SB County Health Care Bus to South Coast				
				SMOOTH Nipomo and SLO County				

## **2.7 Social Service Transportation**

Transportation services not summarized in Tables 2.6 and 2.7 include a broad range of social service transportation that is provided by scores of public and non-profit social service agencies for their clients. The Social Services Transportation Action Plan and Inventory Update for 2001 identified 72 social service agencies that provide some type of transportation service option to their clients. These services accounted for 23,767 client rides in 2001.

In an effort to complete an updated picture of social service transportation SBCAG, in coordination with the Santa Barbara County Transit Advisory Committee (SBCTAC), completed a survey to all social service agencies included in the Community Resources Information Directory (CRIS) in November 2006.

### **2.7.1 Overview**

The survey (Appendix A) served a dual purpose by asking respondents for information on any transportation services they might offer and sought information on their clients, the respective agencies they serve and their clients' transportation needs. SBCTAC had an opportunity to review and provide comment on the survey prior to distribution.

The survey was distributed in November 2006 to over 1,200 agencies included in the Santa Barbara County Community Resources Information directory. The survey was distributed by mail as well as electronically. A reminder was also sent to agencies that had email addresses. Participants had an opportunity complete the survey electronically through the website, [www.surveymonkey.com](http://www.surveymonkey.com). A link to the survey was also provided on SBCAG's website, [www.sbcag.org](http://www.sbcag.org).

The survey questions were organized by various sections, such as agency background, client information, transportation vehicles, coordination with other agencies and clients' transportation needs

Overall, 79 surveys were returned and 75 were used in the analysis. Although the response rate was small, the information provided is valuable due to the diversity of agencies that submitted surveys.

Full survey analysis, question by question is included as Appendix II.

### **2.7.2 Agency Background**

Two-thirds of the agencies were non-profit agencies, followed by public and for-profit agencies. Organizations that provided services either covered one jurisdiction, multiple jurisdictions or even provided service across county lines. The top five areas included the City of Lompoc, throughout Santa Barbara County, the City of Santa Barbara, City of Goleta and City of Santa Maria.

The services ranged from cancer treatment, to adult day programs, to alcohol treatment programs. The majority of agencies that responded provide medical and developmental services.

### **2.7.3 Transportation Services Provided by Agencies**

In regards to transportation services, of the agencies that responded, more than half indicated that they do provide transportation services and maintain eligibility requirements of clients to receive those transportation services. Requirements related to physical or mental disabilities, lower income levels, enrollment in social service programs and age categories such as youth or elderly.

Agencies in the survey provided transportation services to jurisdictions and communities throughout the county with Santa Barbara, Lompoc, Buellton, Santa Maria and other cities having the highest number of agencies providing transportation for their clients.

Most agencies coordinated transportation services on weekdays between 7AM to 5PM when most social and medical services are provided. This was followed by Weeknights and Saturdays and Sundays from 7AM to 5PM. A couple of agencies provided services to clients on “as needed” basis.

Transportation resources included providing transportation with private cars or volunteer driver programs, contracting with Consolidated Transportation Services Agencies, providing bus tokens or providing clients with information on available transit services.

### **2.7.4 Client Information**

In this section, respondents were asked to provide demographic information on their clients. The top four clientele that agencies served were persons of low-income, elderly, children and mentally disabled.

The tables on the following page provide detailed figures for information regarding client services. Table 2.8 shows the number of agencies that serve the various clients and Table 2.9 shows the total number of clients identified by all agencies in the survey responses.

### **2.7.5 Transportation Costs**

For information regarding transportation costs, agencies were asked questions regarding transportation subsidies, sources of funds, costs and available vehicles.

Thirteen of the 48 agencies responded that they do provide a subsidy to their clients for transportation services.

Five agencies responded that they had funding available for public transportation services, while seven agencies had funding for private transportation services. Funding sources included the Area Agency on Aging, Santa Barbara County Department of Education, First 5, Department of Development Services, City Funds and Private Donations.

In regards to annual costs, agencies responded that annual transportation operation costs ranged from \$500 to \$33,500 for Fiscal Year 2005/06.

## 2.7.6 Transportation Vehicles

The following is vehicle fleet information for agencies that provided a response:

Number of Agencies with Buses:	9
Number of Agencies with Buses with Lift Equipment:	5
Number of Agencies with Vans:	15
Number of Agencies with Vans with Lift Equipment:	7
Number of Agencies with Automobiles:	8
Number of Agencies with Automobiles with Lift Equipment:	0
Number of Agencies with Full Time Staff who assist with transportation services:	11
Number of Agencies with Part Time Staff who assist with transportation services:	9
Number of Agencies with Volunteer Staff who assist with transportation services:	4

Agencies were also asked if their agency had ever participated with a Consolidated Transportation Service Agency, either Easy Lift Transportation on the South Coast or SMOOTH in North County, to provide or assist with transportation services for their clients. They were asked to specify what type of assistance they received on options presented.

Responses from eleven agencies indicated that a CTSA provided transportation services to their clients. The next most common response was from agencies that receive vehicle assistance at no cost or receive centralized dispatching services for clients.

'Other' responses included:

- Our agency uses vehicles for field trips for kids
- Referrals for vehicle maintenance and equipment purchases
- Field Trips

Since the Coordinated Plan will provide priorities for allocating funds for transportation projects, agencies were asked if their agency had ever applied or coordinated with another agency for FTA 5310 Funding, also known as the Elderly Individuals and Individuals with Disabilities Program. Of the 41 agencies that responded to this question, 5 agencies or 12% stated that they had applied or coordinated with another agency for FTA 5310 funding.



### 2.7.7 Client Information

In this section, respondents were asked to provide demographic information on their clients.

**Table 2.8: Total Agencies, Transportation Survey**

<b>Number of agencies that...</b>	Elderly	Children	Youth/Teens	Low Income	Wheelchair	Physically Disabled	Mentally Disabled	Alcohol/Drug Patient	Single Parent	Other
Serve the following clients	16	15	12	16	10	10	14	3	11	7
Have clients who receive transportation assistance	9	6	4	9	5	5	9	3	5	2
Transport clients	11	9	6	9	6	7	8	2	3	3
Subsidize transportation costs for clients	5	5	4	4	4	3	6	2	3	2
Have clients who receive transportation from Easy Lift or SMOOTH	5	2	1	6	2	2	4	1	2	1

**Table 2.9: Total Clients, Transportation Survey**

<b>Number of clients that...</b>	Elderly	Children	Youth/Teens	Low Income	Wheelchair	Physically Disabled	Mentally Disabled	Alcohol/Drug Patient	Single Parent	Other
Receive services from agencies	3,369	6,969	1,839	18,660	112	516	1,928	800	956	18,385
Receive transportation assistance	312	1,575	285	1,952	87	92	558	453	236	20
Are Transported	984	952	557	1,926	100	302	441	430	221	439
Receive subsidized transportation	81	1,600	315	1,762	85	28	242	423	270	32
Receive transportation from Easy Lift or SMOOTH	301	200	30	159	18	8	33	10	23	8

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## Chapter 3

### Missing Connections: Who Needs Transportation Services and What Are the Gaps and Deficiencies?

#### **3.1 Introduction**

This section examines the demographic and economic factors related to transportation needs. The purpose of this Chapter is to identify the population dependent on public transit or some other form of subsidy to satisfy their transportation needs. This information was derived from US Census, Unmet Transit Needs Hearings, North County Transit Plan recommendations and input at workshops held in July of this year for *Transportation Connections*.

#### **3.2 Transit Dependency**

Transit dependency is generally defined as dependency upon public or private transportation services by persons that are either unable to operate a vehicle or do not have access to a vehicle. The elderly (over 65 years of age), youth (under sixteen years of age), persons with disabilities and low-income households<sup>2</sup> are more likely to be transit-dependent than the general population. Nationally, 76 million people are transit dependent (1990 Census data) of which 29 million, or 38 percent, live in rural areas. Thirty-two percent of all rural residents (Americans living in non-metropolitan areas) are classified as transit dependent, as are 30 percent of urban residents.<sup>3</sup>

The transit dependency indicators in Santa Barbara County (**Table 3.1**) identify the cities of Guadalupe and Santa Barbara as having the greatest percentage of households without a vehicle. Approximately 25% of Guadalupe's population is low income, which may account for some of the 9.1% of households without a vehicle. While 13.4% of Santa Barbara's population is low income, which may be accounted for by senior citizens and students attending UCSB, other factors such as an extensive transit system providing access to quality of life venues, may account for the 9.5% of the households without a vehicle. The City of Solvang has the largest percentage of senior population, with 22.9% of its residents over the age of 65 and the City of Guadalupe has the largest percentage of youth population, with 29.6% of its residents under the age of 15. Across the spectrum of the transit dependency indicators, with the exception of the senior population, the City of Guadalupe has the highest percentage of its population meeting these indicators countywide.

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<sup>2</sup> Low-income generally includes both those households under the poverty line and those near the poverty line.

<sup>3</sup>Community Transportation Association of America, Institute for Economic and Social Measurement, *Status of Rural Public Transportation – 2000*, April 2001, <http://www.ctaa.org/ntrc/rtap/pubs/status2000>.

**Table 3.1: Transit Dependency Indicators by City - 2000**

City	No Vehicle (households)		Low-income (population)		Disabled (population)		Under 15 (population)		Over 65 (population)	
North County	%	#	%	#	%	#	%	#	%	#
Buellton	4.3%	62	8.8%	337	20%	733	22.8%	873	13.6%	521
Guadalupe	9.1%	130	25.0%	1,403	23%	1,206	29.6%	1,680	8.5%	482
Lompoc	7.5%	982	15.4%	5,805	21%	7,247	25.4%	10,458	9.4%	3,856
Santa Maria	8.6%	1,895	19.7%	14,823	24%	16,242	26.7%	20,752	11.3%	8,776
Solvang	6.3%	140	6.7%	350	16%	827	18.2%	970	22.9%	1,221
South Coast										
Carpinteria	6.7%	335	10.4%	1,480	15%	2,018	21.5%	3,049	12.4%	1,766
Goleta	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Santa Barbara	9.5%	3,391	13.4%	11,846	18%	15,493	16.8%	15,482	13.8%	12,727
Santa Barbara County	6.9%	9,366	14.3%	55,086	18%	64,541	20.9%	83,457	12.7%	50,765

Source: US Census Bureau, Table DP-1, Profile of General Demographic Characteristics 2000; Table DP-2, Profile of Selected Social Characteristics 2000; Table DP-3, Profile of Selected Economic Characteristics 2000; Table DP-4, Profile of Selected Housing Characteristics, 2000.

### 3.3 Demographic Factors

#### 3.3.1 Population

Due to housing costs and life style preferences, the North County communities of Buellton and Santa Maria, have been growing increasingly faster than any other portion of the county.<sup>4</sup> Santa Maria, the largest North County city, has less than a 1,000-person difference in population from the City of Santa Barbara. It is interesting to note that the incorporated cities of the North County and South Coast have nearly identical aggregate populations. As well, the North County and South Coast unincorporated areas also have similar sized populations with less than a one percent greater population in the unincorporated South Coast region (**Table 3.2**).

#### 3.3.2 Age and Gender Distribution – Older adults and Young Children

Age and gender distributions in Santa Barbara County are shifting slightly to a younger (17 and under) and an older (65 and older) population. Between 1990 and 2000, the percent of population age 17 and under rose from 23.02% to 24.9%. As well, the percent of population age 65 and older rose from 12.03% to 14.6%. It should be noted that those over the age of 80, the most dependent on transportation services among the older age groups, accounts for 3.6% of the population. In all, the younger (under age 15) and the older (over age 65) population segments of Santa Barbara County account for 33.6% of the total population (**Table 3.3**).

<sup>4</sup> UCSB Economic Forecast Project, Economic Outlook 2000, P. 26.

**Table 3.2: Population by City – 2006**

<b>Location</b>	<b>Population</b>
Buellton	4,663
Carpinteria	14,123
Goleta	30,169
Guadalupe	6,397
Lompoc	42,015
Santa Barbara	89,456
Santa Maria	90,333
Solvang	5,495
**Unincorporated Santa Barbara County - South Coast	73,268
**Unincorporated Santa Barbara County - North County	68,506
<b>*Santa Barbara County Total</b>	<b>424,425</b>

\*January 2007 DOF Figures

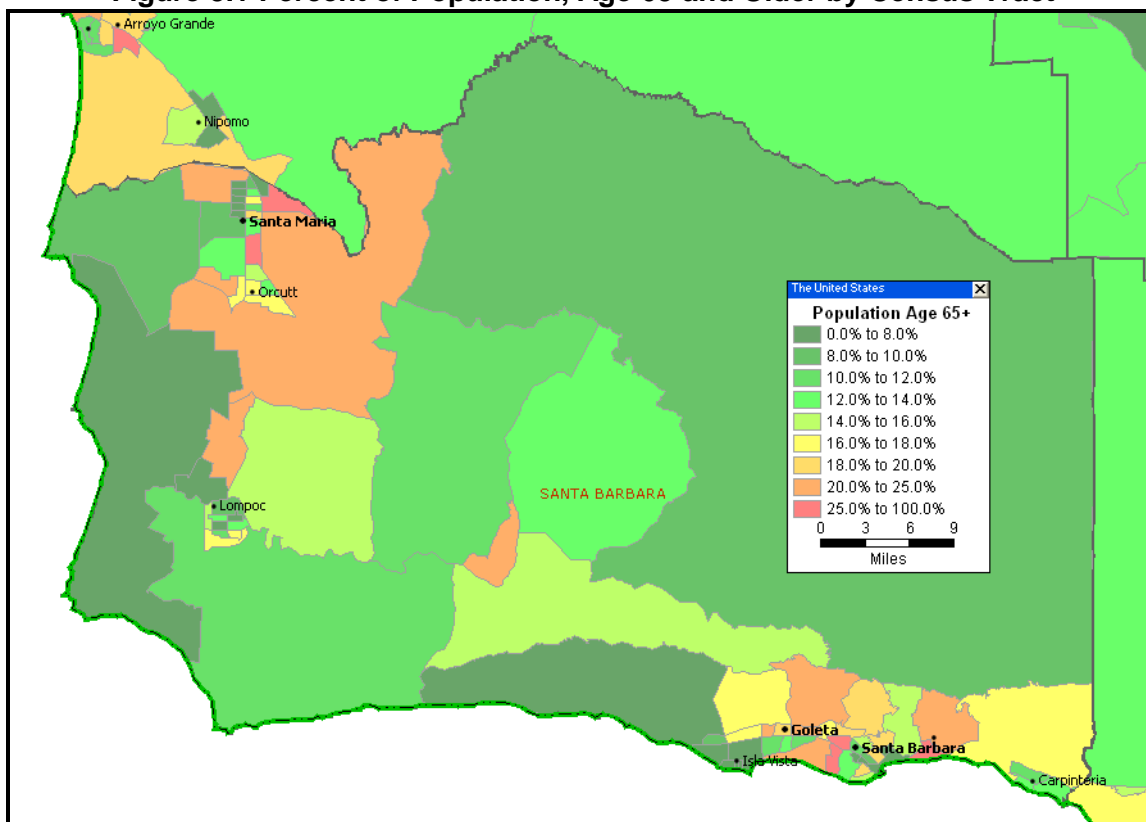
\*\* Division of Unincorporated Population based on percentage determined from 2000 Census

**Table 3.3: Population by Age and Gender – Santa Barbara County 2000**

<b>Age Group</b>	<b>Total</b>	<b>Percent</b>	<b>Male</b>	<b>Percent</b>	<b>Female</b>	<b>Percent</b>
<b>17 and under</b>	99,502	24.9%	51,253	25.7%	48,249	24.2%
Under 5	26,008	6.5%	13,350	6.7%	12,658	6.3%
5 to 9	29,418	7.4%	15,111	7.6%	14,307	7.2%
10 to 14	28,031	7.0%	14,433	7.2%	13,598	6.8%
15 to 17	16,045	4.0%	8,359	4.2%	7,686	3.9%
<b>18 through 64</b>	249,080	62.4%	126,957	63.5%	122,123	61.2%
<b>65 through 84</b>	50,765	12.7%	21,553	10.8%	29,212	14.6%
65 to 66	5,169	1.3%	2,441	1.2%	2,728	1.4%
67 to 69	7,699	1.9%	3,657	1.8%	4,042	2.0%
70 to 74	12,470	3.1%	5,552	2.8%	6,918	3.5%
75 to 79	11,125	2.8%	4,760	2.4%	6,365	3.2%
80 to 84	7,406	1.9%	2,948	1.5%	4,458	2.2%
<b>85 and over</b>	6,896	1.7%	2,195	1.1%	4,701	2.4%
<b>Total</b>	<b>399,347</b>	<b>100%</b>	<b>199,763</b>	<b>100%</b>	<b>199,584</b>	<b>100%</b>

Source: Census 2000 Summary File 1, General Profile 1: Persons by Race, Age and Size of Households and Families by Race and by Type, 8/2/01, P. 421, CA Census Data Center.

**Figure 3.1 Percent of Population, Age 65 and Older by Census Tract**



### 3.3.3 Ethnicity

Race reflects self-identification by people according to the race they most closely identify with. According to the 2000 Census, Santa Barbara County has a 76.4% “White” population and a 28.1% “non-White” population for those reporting race alone or in combination with one or more other races.<sup>5</sup> Of the total population, 34.2% is identified as being Hispanic. It should be noted that the identification of “Hispanic” includes persons from all ethnic groups: White, Black, American Indian, Asian and Pacific Islander (Table 3.4). For example, a black person from the Caribbean could have a Hispanic heritage.

The population has grown countywide. However, this growth has varied ethnically and geographically. Over the last decade, Santa Maria grew by 26% while Santa Barbara grew by only eight percent. This growth accounted for an increase in the White population of Santa Barbara and a decline in the White population in Santa Maria. During the past decade, the White population of Santa Barbara County fell by 17,683 persons, while the Hispanic population grew by 38,469<sup>6</sup>.

The County of Santa Barbara does not have a significant Black or American Indian population, which represents 2.8% and 2.2% of the total population, respectively. The City of Lompoc has the largest Black population in Santa Barbara County, with 2,887 Black residents, representing 8.4% of the population.

<sup>5</sup> In combination with one or more of the other races listed, numbers may add to more than the total population and percentages may add to more than 100% because individual may report more than one race.

<sup>6</sup> Hadly, Scott, Santa Barbara News Press, *Population Shift*, [www.geog.ucsb.edu/~sara/html/mapping/newspress/population0408.html](http://www.geog.ucsb.edu/~sara/html/mapping/newspress/population0408.html).

There are over 2,000 tribal members of the Santa Ynez Band of Chumash Mission Indians residing throughout Santa Barbara County, including those residing on their tribal homeland of the Santa Ynez Reservation in the Santa Ynez Valley. With the economic success of the Chumash Casino, there should not be an assumption of an economic disadvantage for American Indians of the Santa Ynez Band of Chumash Indians. The City of Santa Maria has the largest population of American Indians and the cities of Santa Maria and Guadalupe have the largest percent of American Indian residents, who represent 3.1% of the population of each city.

Countywide, there is a 5.2% Asian-American population. The City of Santa Maria has the largest number of Asians, while the City of Guadalupe at 7.9% has the highest percentage of Asian population. There is a significant Asian population in Goleta and Isla Vista, which has contributed to the over 7,000 Asian Americans residing in unincorporated Santa Barbara County. The Immigration and Naturalization Service recorded almost 1,700 Asians immigrating to Santa Barbara County between 1991 and 1998. This population is a diverse group and includes Filipinos, Chinese, including residents from Taiwan and Hong Kong, Vietnamese and Indians<sup>7</sup>.

Hispanics represent 34% of the county population. However, 84% of the population of the smaller City of Guadalupe and 59% of the population of the larger City of Santa Maria is Hispanic. In part, the significant Hispanic population in the North County may be attributed to established communities, employment opportunities and housing costs. The City of Guadalupe has the largest percent of Hispanic population among the cities in the county, at 84.5%. The City of Santa Maria has the largest number of Hispanics (46,196) and the second largest percent of Hispanic population with 59.7% of its residents being Hispanic.

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<sup>7</sup> Federation for American Immigration Reform, SB County, Santa Barbara, Santa Maria, Lompoc MSA, [www.fairus.org/html/msas/042casbb.htm](http://www.fairus.org/html/msas/042casbb.htm).

**Table 3.4: Race and Hispanic Distribution of Population\*  
Incorporated Cities of Santa Barbara County - 2000**

<b>City</b>	<b>Total</b>	<b>White</b>	<b>%</b>	<b>Black</b>	<b>%</b>	<b>American Indian</b>	<b>%</b>	<b>Asian</b>	<b>%</b>	<b>Pacific Islander</b>	<b>%</b>	<b>Other</b>	<b>%</b>	<b>Hispanic</b>	<b>%</b>
Buellton	3,828	3,233	84.5%	41	1.1%	80	2.1%	76	2.0%	16	0.4%	525	13.7%	985	25.7%
Carpinteria	14,194	10,965	77.3%	165	1.2%	291	2.1%	444	3.1%	58	0.4%	2,936	20.7%	6,175	43.5%
Guadalupe	5,659	2,903	51.3%	60	1.1%	178	3.1%	448	7.9%	47	0.8%	2,459	43.5%	4,781	84.5%
Lompoc	41,103	28,878	70.3%	3,449	8.4%	1,246	3.0%	2,191	5.3%	281	0.7%	7,432	18.1%	15,337	37.3%
Santa Barbara	92,325	71,519	77.5%	2,047	2.2%	1,773	1.9%	3,304	3.6%	262	0.3%	17,188	18.6%	32,330	35.0%
Santa Maria	77,423	48,368	62.5%	1,803	2.3%	2,408	3.1%	4,585	5.9%	270	0.3%	24,329	31.4%	46,196	59.7%
Solvang	5,332	4,909	92.1%	36	0.7%	77	1.4%	95	1.8%	13	0.2%	429	8.0%	1,059	19.9%
Santa Barbara County	399,347	305,228	76.4%	11,374	2.8%	8,880	2.2%	20,886	5.2%	1,561	0.4%	69,712	17.5%	136,668	34.2%

Source: US Census Bureau Table DP-1, Profile of General Demographic Characteristics: 2000

\* Reporting one race only

Note: The category of "Hispanic" is a self-identification that is not considered a race by the US Census Bureau. Therefore, one can identify them self as white and Hispanic or Asian and Hispanic, etc. Thus, the total percentage of race and Hispanic distribution of population for each identified region will be greater than 100%.



### 3.3.4 Individuals with Disabilities

According to the US Census Bureau, a person is considered to have a disability if he or she has difficulty performing certain functions: seeing, hearing, talking, walking, climbing stairs or lifting and carrying; or has difficulty performing activities of daily life; or has difficulty with certain social roles. However, only those who are unable to perform one or more activities, who use an assistive device to get around or who need assistance from another person to perform basic activities, are considered to have a severe disability. Nationwide, about 20% of the population has some type of disability, whereas only 10% has some type of severe disability. As well, about 77% of the population identified as disabled, do not receive any type of public assistance.<sup>8</sup>

With 24% of Santa Maria's population and 23% of Guadalupe's population identified as disabled, the cities of Santa Maria and Guadalupe have the highest percentage of disabled residents in Santa Barbara County. At 15%, the City of Carpinteria has the lowest percentage of disabled residents in the County. It is interesting to note that countywide, 63% of those ages 21 to 64 who are identified as disabled are gainfully employed (**Table 3.5**). Therefore, a majority of those identified as disabled have the potential to be self-sufficient and may not be in need of public assistance.

**Table 3.5: Disabled Population and Disabled Employment by City - 2000**

City	Total population	Disabled population (ages 5-64) (number)	Disabled population (65 & over) (number)	Disabled population (ages 5 & over) (number)	% of disabled population (ages 5 & over)	% of disabled population employed (ages 21-64)
<b>North County</b>						
Buellton	3,828	483	250	733	20%	67.5%
Guadalupe	5,659	1,042	164	1,206	23%	58.5%
Lompoc	41,103	5,550	1,697	7,247	21%	57.2%
Santa Maria	77,423	12,611	3,631	16,242	24%	60.6%
Solvang	5,332	482	410	892	16%	61.6%
<b>South Coast</b>						
Carpinteria	14,194	1,466	552	2,018	15%	67.3%
Goleta	N/A	N/A	N/A	N/A	N/A	N/A
Santa Barbara	92,325	10,749	4,744	15,493	18%	67%
<b>Santa Barbara County</b>						
<b>Total</b>	<b>399,347</b>	<b>46,427</b>	<b>18,114</b>	<b>64,541</b>	<b>18%</b>	<b>63.1%</b>

Source: US Census Bureau, Table DP-2, Profile of Selected social Characteristics 2000; Table DP-3, Profile of Selected Economic Characteristics 2000

<sup>8</sup> Census Brief, CENBR/97-5, December 1997, US Dept. of Commerce, Economics and Statistics Administration, Bureau of the Census

In addition to the services provided through non-profit social service agencies, publicly funded services to the disabled in Santa Barbara County are delivered through the Tri-Counties Regional Center, serving Santa Barbara, San Luis Obispo and Ventura counties. Services include developmental services for the developmentally disabled, mental health services for mental illness and emotional disturbance and rehabilitation services to enable the disabled to reach social and economic independence (**Table 3.6**).

It should be noted that group homes for disabled residents over the age of 18 are mainly located in the cities of Carpinteria, Goleta and Santa Maria. The City of Santa Maria has the largest number of disabled residents under the age of 18 and the City of Santa Barbara has the largest number of disabled residents over the age of 18 who are served by the Tri-Counties Regional Center in Santa Barbara County.

**Table 3.6: Santa Barbara County Residents Receiving Services from the Tri-Counties Regional Center, 2001**

<b>Region</b>	<b>Under 3 (All)</b>	<b>3-11 W/C</b>	<b>3-11 Amb.</b>	<b>12-17 W/C</b>	<b>12-17 Amb.</b>	<b>18-22 W/C</b>	<b>18-22 Amb.</b>	<b>23+ W/C</b>	<b>23+ Amb.</b>	<b>Total</b>
<b>Carpinteria</b>	16	5	18	0	5	2	10	15	35	106
<b>Goleta</b>	46	13	32	16	28	10	25	27	92	289
<b>Santa Barbara</b>	99	29	98	15	61	16	33	90	317	758
<b>Total South Coast</b>	<b>161</b>	<b>47</b>	<b>148</b>	<b>31</b>	<b>94</b>	<b>28</b>	<b>68</b>	<b>132</b>	<b>444</b>	<b>1,153</b>
<b>Buellton</b>	7	0	12	0	1	0	3	0	4	27
<b>Guadalupe</b>	10	7	19	0	13	2	8	0	18	77
<b>Cuyama (Valley)</b>	1	1	2	0	0	0	0	0	1	5
<b>Lompoc (Valley)</b>	41	19	71	7	54	3	25	23	141	392
<b>Los Alamos</b>		1	2	0	0	0	2	1	1	7
<b>Santa Maria</b>	95	40	177	9	102	8	73	37	313	854
<b>Santa Ynez Valley</b>	4	1	6	0	5	0	5	0	5	26
<b>Solvang</b>	1	2	10	0	4	1	2	3	5	28
<b>Total North County</b>	<b>167</b>	<b>71</b>	<b>299</b>	<b>16</b>	<b>179</b>	<b>14</b>	<b>118</b>	<b>64</b>	<b>488</b>	<b>1,416</b>
<b>Santa Barbara County</b>										
<b>Total</b>	<b>328</b>	<b>118</b>	<b>447</b>	<b>47</b>	<b>273</b>	<b>42</b>	<b>186</b>	<b>196</b>	<b>932</b>	<b>2569</b>

Source: Tri-Counties Regional Center, Santa Barbara, San Luis Obispo and Ventura Counties

W/C = wheelchair / Amb. = ambulatory

### 3.4 Economic Factors

#### 3.4.1 Unemployment

With the unemployment rate for Santa Barbara County at 4.1%, the labor market remains strong according to the State Employment Department, Labor Market data. The areas with relatively higher unemployment rates include Isla Vista, Lompoc Santa Maria and Guadalupe.

#### 3.4.2 People with Low Incomes

Poverty status is determined by the Federal Poverty Guidelines (**Table 3.7**) and by computations of percentages of the guidelines to qualify for public assistance programs. It should be noted that in 2002, Santa Barbara County became the county with the highest median housing costs in California. Low-income families in Santa Barbara County are particularly impacted by these high housing costs.

Public assistance is provided through Santa Barbara County Department of Social Services via CalWORKS, Food Stamps, General Relief and Medi-Cal programs. The distribution of assistance is recorded by region. These regions consist of Lompoc, including the Cities of Lompoc, Buellton and Solvang and the unincorporated areas of the Santa Ynez Valley; Santa Barbara, including the cities of Santa Barbara, Carpinteria and Goleta and the unincorporated areas of the South Coast including Isla Vista; and Santa Maria, including the cities of Santa Maria and Guadalupe and the unincorporated areas of Cuyama and Orcutt.

**Table 3.7: Federal Poverty Guidelines – 2007**

Number in Family	Gross Yearly Income	Gross Monthly Income	Approx. Hourly Income
1	\$ 10,210	\$ 851	\$ 4.91
2	\$ 13,690	\$ 1,141	\$ 6.58
3	\$ 17,170	\$ 1,431	\$ 8.25
4	\$ 20,650	\$ 1,721	\$ 9.93
5	\$ 24,130	\$ 2,011	\$ 11.60
6	\$ 27,610	\$ 2,301	\$ 13.27
7	\$ 31,090	\$ 2,591	\$ 14.95
8	\$ 34,570	\$ 2,881	\$ 16.62

Source: Federal Register, Vol. 72, No. 15, January 24, 2007, pp. 3147. Monthly and hourly data calculated by OCPP. \*Assumes full-time job for a full year (2080 hours)

Note that households participating in the CalWORKS program cannot receive assistance from General Relief, but can receive assistance from Food Stamps and are simultaneously enrolled in the Medi-Cal program. Because of the simultaneous enrollment, Medi-Cal person counts will not include Medi-Cal recipients participating in the CalWORKS program. However, persons receiving Food Stamps will be counted in both CalWORKS and Food Stamps total participation. As well, persons may be counted more than once in the provision of public assistance within the programs of Food Stamps, General Relief and Medi-Cal as persons may qualify for all three programs and therefore be counted as recipients in each program.

As shown in **Table 3.8**, the Santa Maria region receives the most public assistance per capita of the three regions. It is noteworthy that, with the exception of General Relief, the

Santa Maria region accounts for over half of the public assistance provided by the County of Santa Barbara.

**Table 3.8: Distribution of Public Assistance by Person  
Number of Adults Receiving Assistance - March 2004**

Region	CalWORKS	% of total	General Relief	% of total	Food Stamps	% of total	Medi-Cal	% of total
Lompoc	451	21%	103	15%	1,858	15%	3,757	17%
Santa Barbara	472	22%	258	38%	3,716	30%	7,072	32%
Santa Maria	1,223	57%	318	47%	6,813	55%	11,272	51%
<b>Total</b>	<b>2,146</b>	<b>100%</b>	<b>679</b>	<b>100%</b>	<b>12,388</b>	<b>100%</b>	<b>22,101</b>	<b>100%</b>

Source: Santa Barbara County Department of Social Services 2004

### 3.4.3 CalWORKS Clients

California Work Opportunity and Responsibility to Kids Program (CalWORKS) is a program that provides cash assistance to needy families with one or more children. Program eligibility is based upon the determination of deprivation to a needy child (or children)<sup>9</sup> and meeting the criteria for property, income, residency in California and age of the children. Participants in the program are allowed to possess one vehicle, if the fair market value of the vehicle does not exceed \$ 4,650.

CalWORKS program objectives include employment of CalWORKS adult participants, well being of the children involved with the CalWORKS program and support services, including transportation for CalWORKS participants.

The CalWORKS program in Santa Barbara County is administered through three regions: Santa Barbara, including Carpinteria, Goleta and unincorporated South Coast; Lompoc, including Buellton, Solvang and unincorporated Santa Ynez Valley; and Santa Maria, including Guadalupe and unincorporated Cuyama and Orcutt. The CalWORKS participants as of February 2004 are reflected in **Table 3.9**.

**Table 3.9: CalWORKS Program Participation by City & Primary Languages, February 2004**

Region	CalWORKS Families	English Primary Language	Spanish Primary Language	Laotian Primary Language
Santa Barbara	892	567	328	0
Lompoc	852	680	172	2
Santa Maria	2,311	1,347	1030	0
<b>Total</b>	<b>4,055</b>	<b>2,594</b>	<b>1,530</b>	<b>2</b>

Source: Santa Barbara County Department of Social Services 2004 (Data unavailable to indicate if Spanish Language or White population includes Mixtecos)

<sup>9</sup> Deprivation defined as continued absence, disability or death of either or both parents or, unemployment of the principal earner.

### 3.4.4 No Vehicle Available

The City of Santa Barbara, served by an established transit system and significant non transit-dependent ridership, and the City of Guadalupe, with a significant low-income population, had the highest percentage of population (9.1% and 9.5% respectively) with no access to a vehicle (**Table 3.10**). An interesting trend in Santa Barbara County has been transit use by the non transit-dependent. This has become evident in the increased demand for commuter services between the South Coast and North County and the South Coast and Ventura County.

When comparing the percent of households by race without vehicles to race as a percent of the population, in only four instances is the percent of households by race without a vehicle greater than the representation of that race within the local population (**Table 3.11**). In the case of the City of Santa Maria, American Indians and Blacks represent fewer than 2% of the population, while both groups represent 3% each of those households not having a vehicle. In the City of Lompoc, Blacks represent 7.3% of the population, while representing 13% of the households without a vehicle. The greatest variation between the percent of households by race without vehicles greater than that race as a percent of the population is that of American Indians in Solvang. In Solvang, 9% of the households without a vehicle are American Indian, who represent only 0.7% of the population of Solvang.

**Table 3.10: Vehicle Availability by Household - 2000**

City	Total Households	No vehicle available		% 1 vehicle available	% 2 vehicles available	% 3 or more vehicles available
<b>North County</b>		<b>#</b>	<b>%</b>			
Buellton	1,433	62	4.3%	34.4%	41.1%	20.3%
Guadalupe	1,414	130	9.1%	36.9%	33.7%	20.3%
Lompoc	13,059	982	7.5%	37.3%	38.0%	17.1%
Santa Maria	22,146	1,895	8.6%	35.5%	38.2%	17.7%
Solvang	2,185	140	6.3%	35.6%	40.2%	17.9%
<b>South Coast</b>						
Carpinteria	4,989	335	6.7%	37.1%	38.2%	18.1%
Goleta	N/A	N/A	N/A	N/A	N/A	N/A
Santa Barbara	35,605	3,391	9.5%	40.9%	35.4%	14.2%
<b>Santa Barbara County</b>						
	<b>136,622</b>	<b>9,366</b>	<b>6.9%</b>	<b>34.0%</b>	<b>38.9%</b>	<b>20.3%</b>

Source: US Census Bureau, DP-4, Profile of Selected Housing Characteristics: 2000

**Table 3.11: North County Households without Vehicles by Race - 2000**

	% No vehicle Buellton	Race as a % Buellton Population	% No vehicle Guadalupe	Race as a % Guadalupe Population	% No vehicle Lompoc	Race as a % Lompoc population	% No vehicle Santa Maria	Race as a % Santa Maria population	% No vehicle Solvang	Race as a % Solvang population
<b>Race</b>										
White (alone)	79%	81.5%	20%	45.5%	46%	65.8%	42%	58.1%	82%	88.2%
Hispanic (of any race)	21%	25.7%	*76%	84.5%	38%	37.3%	48%	59.7%	9%	19.9%
American Indian (alone)	0	1.1%	0	1.9%	1%	1.6%	3%	1.8%	9%	0.7%
Black (alone)	0	0.5%	4%	0.7%	13%	7.3%	3%	1.9%	0	0.4%
Asian (alone)	0	1.1%	0	5.9%	2%	3.9%	4%	4.7%	0	1.1%
Total	100%		100%		100%		100%		100%	

Source: US Census Bureau, Census 2000, Summary File 3

\*Adjusted

### 3.5 Needs from Transportation Connections 2007 Survey

The Transportation Connections survey described in Chapter 2 also inquired into the transportation needs of social service agencies and non-profits. This section summarizes survey results.

#### 3.5.1 Trip purpose

Respondents were asked the types of trips their clients need and were asked to check all that applied. The top three selections were for Medical, Social Service Appointments and Education purposes. 'Other' responses included Housing Search, Haircut Appointments, Parenting Classes, Court Appointments, Meetings and All Purposes.

#### 3.5.2 Medical transportation trips outside Santa Barbara County

In terms of trips outside the county, agencies were asked if any of their clients were in need of medical transportation outside of the County. Twenty-two agencies responded affirmatively (about half of the 46 total respondents).

Outside of Santa Barbara County, agencies identified Los Angeles and Ventura counties as client destinations, followed by UCLA Medical Center.

### **3.5.3 Frequency of trips outside the County**

When asked how frequently clients needed trips outside the county, the top responses were 'Other' followed by Monthly then Weekly. 'Other' responses included rarely, once or twice per year, as necessary and dependent on client needs.

### **3.5.4 Hours of service needed for public transportation**

Agencies identified weekdays between 7AM and 5PM as the top priority in terms of clients needing public transportation, followed by Saturday service between 7AM and 5PM and nighttime service on weekdays.

### **3.5.5 Types of public transportation needed**

Of the 52 agencies that provided a response, 37 agencies or 71% of respondents indicated that their clients need fixed route scheduled bus service, followed by curb-to-curb demand response and door-to-door demand response service.

### **3.5.6 Changes**

Respondents were asked to indicate one thing they would change about public transportation for their clients. Responses varied from operational requests to requests for new services. Responses are included in the appendices.

## **3.6 Transit Needs Assessment**

In addition to the survey analysis, input provided through SBCAG's annual Transit Needs Assessment is also an important source of information identifying requested services in Santa Barbara County.

The Transit Needs Assessment process is required per the Transportation Development Act to determine if there are any unmet transit needs that are reasonable to meet within a jurisdiction by definition. Every year members of the public provide requests for new or expanded services in Santa Barbara County. If it is determined that there are unmet transit needs that are reasonable to meet, then that jurisdiction must set aside Transportation Development Act funds to rectify that need.

It is prudent to recognize that some requested transit services could jeopardize the farebox recovery ratios of providers in the County due to potentially low ridership levels or high costs to provide the services. For example, ridership demand typically drops when services hours are extended resulting in lower productivity and farebox recovery. However, local transit service providers have been committed and proactive in addressing the requested needs of their riders through new or expanded services on their systems.

The following are comments received for new or expanded services through the 2007 Transit Needs Assessment process:

- Sunday service in the City of Lompoc
- Service until midnight in the City of Lompoc
- Expanded Health Service Transportation between Lompoc and Santa Barbara
- New service between Lompoc and the cities of Buellton and Solvang

- Reverse Commute service between the South Coast cities of Santa Barbara and Goleta to Lompoc, Buellton and Santa Maria. (Leaving South Coast in the morning and returning from the North County in the afternoon.)
- Weekend Service on the Breeze Bus between Santa Maria and Lompoc
- More frequent service between Santa Maria and Guadalupe
- Weekend service on the Clean Air Express

In the past few years, repeated requests for new or expanded transportation services have fallen under the following trends:

- Earlier or Later weekday service on local fixed route services in Guadalupe, Lompoc, Santa Maria and the Santa Barbara Coast
- Saturday or Sunday service in Guadalupe, Lompoc, Santa Maria and Santa Ynez Valley
- Increased Frequency on City of Lompoc Transit (COLT), Santa Maria Area Transit (SMAT) and Santa Ynez Valley Transit
- Transportation for Farmworkers in the Santa Maria Valley
- Intercommunity service between Santa Maria, Vandenberg AFB and Lompoc
- New Service between the communities of Garey/Sisquoc and Santa Maria
- New Service between Lompoc and the cities of Buellton and Solvang
- New Service between Los Alamos and Santa Maria

Although some requests have been determined to be ‘unmet transit needs,’ but ‘not reasonable to meet’ jurisdictions have been proactive in implementing new or expanded services to meet the needs.

Those services include later service hours in Lompoc and Santa Maria, implementation of the ‘Breeze’ intercommunity service between Santa Maria and Lompoc, increased frequency in Santa Maria and Santa Barbara MTD and transportation for farm workers.

### **3.7 North County Transit Plan**

In addition, a North County Regional Transit Plan was prepared for SBCAG in 2006 to address the transit needs in growing Northern Santa Barbara County. The Plan’s focus was on the improvement of short and long-term regional service connections, development of a framework for administering and funding services, and recommendations for marketing strategies to enhance the public’s awareness of local and regional transit services.

Public input was a significant element of this plan and was achieved with stakeholder interviews, transit user interviews and workshops on the draft plan. Public input emphasized the need for interregional transit connections.

Short-term service strategies focused on improving regional and inter-county connections in the next five years. They include filling in geographic and temporal gaps in the existing transit network and addressing new and emerging markets as well as the significant population and employment growth in North County. Transit services being considered are traditional fixed route services and new service types such as general public dial-a-ride, flexible route services (sometimes called deviated fixed route services or “flexroutes”), subscription or vanpool programs and volunteer driver programs. The Plan recommended expanding the role of the CTSAs, promoting transit coordination between the Lompoc and Santa Ynez Valleys, consolidating the provision of transportation services and streamlining eligibility requirements for any public transit or ADA eligible rider who typically rides the bus in one area so they would automatically qualify for services in another area.



Longer-term service strategies are focused on furthering coordination to provide seamless connectivity throughout North County and to neighboring counties.

The financial analysis emphasizes the importance of ongoing traditional sources of transit funding such as Section 5307, 5311 and Transportation Development Act Funds to maintain existing transit services. Significant expansion of transit is very dependent on the renewal of Measure D with its dedicated funds for local and regional transit services.

### **3.8 Regional Workshops on Consolidated Plan**

In an effort to reach out to social service providers, public agencies, non-profit agencies that are involved in social service transportation and transit users, SBCAG conducted four regional workshops throughout Santa Barbara County in late July 2007. The outreach flyer and detailed workshop notes are provided in Appendix III. The expressed needs are summarized by major category and potential areas of resolution are identified at the end of each summary of regional workshops. A list of the attendees is also provided.

The workshops were conducted with the active participation of the public transit providers and CTSA's. The flyer announcing the workshops was widely distributed to social service agencies and providers via SBCTAC, specialized address lists, all County Departments and Divisions addressing social services, transit providers and the SBCAG web site.

The input from these workshops largely complements the other data gathering activities described earlier in this chapter. A summary of the issues is provided below and more information is provided in Appendix III.

In Lompoc: issues revolved around interregional transit, support for the Breeze with improved connections to local transit, improved access to YMCA and other after school programs and better access to the northern areas of Mission Hills and Vandenberg Village and safety concerns of seniors.

In Solvang: access to after school programs, frequency of SYVT in the Northern communities, quality of bus stops in Buellton, transit access to Lompoc and mid day transit to Santa Barbara for medical appointments and inability of very low income persons to afford bus fare were predominant issues.

In Santa Maria: inability of very low-income persons to afford bus fare, support for the Breeze with improved connections to local transit, coordinated dispatching for human services trips, enhanced transit service from Cuyama and medical transportation from North County to specialized medical services in Los Angeles.

In Santa Barbara: local transit access to after school Arts programs, improved access to the train station and better interregional transit access between North and South County.

During the workshops, some recurring themes are evident and include the need for improved interregional transit and improved access to after school programs. A new theme is of concern: people of very low income, including fixed income seniors unable to afford bus fare to access senior nutrition and other programs.

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## **Chapter 4**

### **Improving Connections:**

## **Recommended Strategies to Address Gaps and Achieve Efficiencies**

### **4.1 Introduction**

This Chapter presents the goals and strategies that will improve Transportation Connections over time. These goals and strategies will be used to evaluate the projects submitted for the various federal transit funding programs. This chapter includes recommendations on program specific selection and ranking criteria.

The strategies in this Chapter are based on an examination of service gaps and deficiencies. As indicated in the last chapter, there are some recurring gaps and deficiencies, which include the need for improved interregional transit and improved access to after school programs and medical care. A new theme is of concern: people of very low income, including fixed income seniors being unable to afford bus fare to access senior nutrition and other programs. It is also evident from the outreach effort that many social service agencies that provide transportation are unaware of existing transit services and there is limited coordination of transportation services by social service agencies. So information dissemination, facilitating the role of CTSA's, prioritizing access of low-income persons to medical care and expanding public transit coverage and frequency are important priorities. To achieve these efficiencies it will be important for a variety of groups, such as public transit agencies, the non-profit support center and the 211 Social Service Information support line, among others, to work together.

### **4.2 Program Goals**

The following goals will lead to improved Transportation Connections:

1. Improve the mobility of individuals with disabilities, older adults and people with low incomes in Santa Barbara County by increasing coordination between Social Service Agencies and Transit Operators in Santa Barbara County.
2. Promote efficiency and productivity in the delivery of Human Services Transportation

### **4.3 Strategies**

The following strategies, in priority order, that address improved coordination and expansion of transit services will help address the Goal of improving transportation connections.

#### **4.3.1 Coordination**

1. Increase awareness of Social Service Agencies and non-profits about existing transportation services provided by CTSA's and local transit operators in Santa Barbara County. As resources permit, expand the role of CTSA's and transit agencies in coordinating services to include bi-lingual services in Santa Barbara County so they become mobility managers/transportation clearinghouse for social services transportation in their regions.
2. Promote exchange or brokering of client transportation needs between agencies to consolidate the provision of transportation services
3. Develop programs that provide multiple benefits and improve the information flow between transit providers and social service providers

### **4.3.2 Expansion of Transit Services**

1. Improve the access of persons of low income to health care
2. Address interregional transit needs
3. Target low income individuals in job access programs
4. Provide low income seniors and the disabled with new access opportunities
5. Promote use of CTSA's in providing and coordinating social services transportation as resources permit

### **4.4 Role for CTSA's in Coordinating Transportation Services in Larger Areas**

Experience has demonstrated that acting as the CTSA, both SMOOTH and Easy Lift can provide consolidated transportation for social service agencies. By providing services such as vehicles, maintenance, drivers and more, the CTSA's can assist the social service providers in meeting their transportation need at reduced cost. Therefore, CTSA's can fill an important role in facilitating the objective of this plan. The strategy selected relies on CTSA's for improved service delivery. However, the CTSA's have experienced challenges in consolidating transportation services because of the reluctance of social service providers to let go of the control they have when they have their own vehicle, even though these vehicles are expensive to operate and maintain. This situation is not unique to Santa Barbara County, but is experienced nationwide. This does represent an ongoing challenge to the implementation of a consolidated public transit human services transportation plan.

### **4.5 Existing Program Selection, Scoring and Ranking Criteria**

#### **4.5.1 Introduction**

This section examines the process for soliciting and selecting projects for funding by the specific federal programs that must be addressed in the Consolidated Human Services Transportation Plan. Emphasis is placed on existing and prospective selection criteria.

#### **4.5.2 Section 5310 Program Background, Scoring Criteria and, Project Rating**

This capital grants funding program was established by the Federal Transit Administration (FTA Section 5310) for meeting the transportation needs of elderly persons and persons with disabilities, in areas where public mass transportation services are otherwise unavailable, insufficient or inappropriate. It allows for the procurement of accessible vans and busses, communication equipment, mobility management activities and computer hardware and software for eligible applicants.

Eligible applicants include private nonprofit corporations or public agencies where no private non-profits are readily available to provide the proposed service or that have been approved by the State of California to coordinate services for elderly persons and persons with disabilities.

Projects are awarded through a competitive application process. Regional transportation planning agencies score projects from their region utilizing the California Transportation Commission (Commission) adopted project selection scoring and send a scored list of their projects to Caltrans. Caltrans forwards the regional lists to the statewide review committee which supplies a draft statewide prioritized list based on project scores calculated by the regions and determine a "cutoff point" (score) on the draft list based on the Commission's adopted criteria. The committee rescores any projects that are incorrectly scored by the regions and creates a statewide-prioritized list of projects representing 110% of the

estimated available funds. The statewide review committee holds a staff level hearing for all stakeholders to discuss the statewide-prioritized list and hear any appeals on technical issue. The statewide evaluation committee submits a final statewide-prioritized list to the Commission. The Commission holds a public hearing to discuss the prioritized list, overall program policy and adopts the prioritized list

Projects are rated based on four major criteria: project need, service effectiveness, applicant ability and coordination. The assessment varies if projects are replacing used vehicles, expanding service or obtaining other equipment such as communications or dispatch equipment. Project need is also assessed to determine if existing services are unavailable, insufficient or inappropriate. Table 4.1 provides information on the scoring criteria and point allocations currently used in the Section 5310 program.

#### **4.5.3 FTA 5316 Jobs Access/Reverse Commute Program**

This program provides transportation services to and from training, employment and childcare services to qualified welfare and low-income recipients.

Eligible projects include but are not limited to promoting public transportation by low-income workers, promoting use of transit vouchers for welfare recipients and eligible low-income individuals or subsidizing the costs associated with adding reverse commute, bus, train, carpool, van routes or service from urbanized areas and other urbanized areas to suburban workplaces.

#### **4.5.4 FTA 5317 New Freedom Program**

This program provides for public transportation services and public transportation alternatives beyond those required by the American with Disabilities Act that assist individuals with transportation, including transportation to and from jobs and employment support services.

Eligible projects include but are not limited to purchasing vehicles and supporting accessible taxi, ride-sharing and vanpooling programs, providing transit services beyond minimum requirements, supporting voucher programs for transportation services offered by human service providers and supporting volunteer driver and aide programs.

#### **4.5.5 JARC and New Freedom Scoring Criteria**

Table 4.2 provides the rating criteria and point spread among the three projects that were submitted for funding this last cycle. These criteria are less specific than the criteria used for the Section 5310 Program. Less specificity exists, as the funding is oriented toward specialized transportation services vs. vehicle replacement so the evaluation criteria are less subject to quantification.

**Table 4.1: Section 5310 Project Scoring Criteria**

	Criteria	Fewest Points	Most Points	Point Range
I	<b>Replacement</b>			
	Vans	4 years or < 100,000	> 13 years old or 154,000 miles	0 – 20
	Buses	<200,000 miles or 7 years old	.254,00 miles or >16 years old	0 - 20
	Excessive Maintenance	Documentation Required		0 - 20
	<b>Service Expansion</b>			
	Service Hours/ Wk.	< 20 hours/wk.	> 38 hours/wk	0 – 7
	Daily one way trips/vehicle hours	< 2 pass./service hour	> 8 pass./service hour	0 – 7
	Miles/vehicle/day	< 30	> 100	0 – 7
	<b>Other Equipment</b>			
	Fleet Size	< 3 vehicles	> 14 vehicles	0 – 15
	Manual System in Use (only 1 of 3 apply)		No communic. Eqpt.	0 – 5
			Commuter Replacement	0 – 5
			Manual Scheduling	0 – 5
II	<b>Service Effectiveness</b>			
	Service hours/week	<20 hours/week	>36 hours/week	0 – 10
	Number of Vehicles			
	One way passenger trips	One passenger/service hour	> 7 passengers/hr.	0 – 10
	Total service hours/day			
	Miles per day	<30 miles	> 101	0 – 10
	Number of Vehicles			
	Total Users	< 20%	>65%	0 – 10
	Wheelchair Users			
III	<b>Unavailable</b>	How population un-served, how project addresses needs, what other funding sources were examined		0 – 10
	<b>Insufficient</b>			
	<b>Inappropriate</b>			
IV	<b>Ability</b>			
	Experience	< 1 year	> 5 years	0 – 5
	CHP Inspection	No	Yes	0 – 2
	Operating Plan	Training, First Aid, Sensitivity, Dispatch		0 – 8
	Maintenance Plan	Pre and Post Veh. Inspection, Preventative Maint.		0 – 4
	Inspection Forms	No	Yes	0 – 2
	Contingency Plan	No	Yes	0 – 2
	Operating Funds	Audit, Operating funds, audited budget		0 – 8
	Experience (non transit)	< 1 year	> 3 years	0 – 2
	CTSA, RTPA letter	No	Yes	0 – 2
V	<b>Coordination</b>			
	Shared Use	No	Yes	0 – 2
	Dispatch, Training,	No	Yes	0 – 2
	Procurement, Planning	No	Yes	0 – 2
	Coordination,	No	Yes	0 – 2
	Back Up	No	Yes	0 – 2
	Letter from CTSA/RTPA	No	Yes	0 – 10

**Table 4.2**  
**JOBS ACCESS & REVERSE COMMUTE AND NEW FREEDOM FUNDING PROGRAMS**  
**GRANT SCORING CRITERIA FORM – FISCAL YEAR 2006**

<b>Scoring Criteria</b>	<b>Total Points Possible</b>	<b><u>Traffic Solutions</u> Reverse Commute Vanpool Program JARC - \$30K</b>	<b><u>Community Partners</u> in Caring Volunteer Driver Program NFreedom - \$25K</b>	<b><u>SMAT</u> Nighttime and Saturday Service JARC- \$67.5K</b>
<b>Project Needs/Goals and Objectives</b> <ul style="list-style-type: none"> <li>- addresses transportation gaps and/or barriers</li> <li>- clearly states program goals and objectives</li> <li>- demonstrates consistency with JARC/NF objectives</li> </ul>	<b>25</b>	25	15	15
<b>Implementation Plan</b> <ul style="list-style-type: none"> <li>- provides well-defined service operations plan</li> <li>- describes implementation steps and timelines</li> <li>- indicates number of persons served</li> <li>- indicates number of trips expected</li> <li>- operations plan should identify key personnel and their qualifications</li> </ul>	<b>25</b>	20	20	15
<b>Project Budget</b> <ul style="list-style-type: none"> <li>- includes defined project budget indicating project expenditures and revenues</li> <li>- addresses long-term efforts and funding sources</li> </ul>	<b>20</b>	18	10	15
<b>Coordination and Program Outreach</b> <ul style="list-style-type: none"> <li>- ability to coordinate with other resources</li> <li>- clearly defines project stakeholders and how they will be involved throughout project</li> <li>- describes public awareness process</li> </ul>	<b>20</b>	18	15	10
<b>Program-effectiveness and Performance Indicators</b> <ul style="list-style-type: none"> <li>- ability to demonstrate the project is most appropriate for need and is a cost effective approach</li> <li>- identifies measurable outcome-based performance measures</li> <li>- includes plan to monitor and evaluate the service and steps to be taken if goals are not achieved</li> <li>- describes steps to measure the effective and magnitude of the impact the project will have on low-income residents</li> </ul>	<b>10</b>	8	5	7
<b>Totals</b>	<b>100</b>	<b>89</b>	<b>65</b>	<b>62</b>

#### 4.6 Recommended Project Solicitation and Selection process

The JARC and New Freedom regulations allow the designated recipient of the program funds (which is Caltrans Division of Mass Transit) to assign the responsibility of conducting a competitive solicitation to the MPO, like SBCAG. This is what occurred in 2006. This process assumes this relationship will continue. Therefore, SBCAG will conduct a competitive selection process for these three programs. This process will be conducted in an open manner so all interested parties have the opportunity to participate. To the extent possible, this process shall be consistent with the process and selection criteria used by the state. To the extent possible, SBCAG will verify that each applicant can meet all the federal requirements for each grant program.

In evaluating projects, SBCAG will use the following evaluation criteria, similar to that used in the prior cycle. For 5310 projects, SBCAG shall use the existing Section Scoring Criteria and an overall pass/fail score that determines if the project specifically addresses the Coordination and Transit Service Expansion Strategies itemized earlier in this Chapter. For the JARC and New Freedom projects, the evaluation criteria and point values are provided below in Table 4.3:

**Table 4.3: Proposed JARC/New Freedom Scoring Criteria**

Criteria	Points	Assessment Criteria
Project Need	30	Does the project address gap or barriers in social service and public transportation? Does the project address the specific coordination or service expansion strategy in <i>Transportation Connections</i> ? Are the program goals consistent with the objectives of the funding program?
Effectiveness	20	Does the project leverage other funds? Is there a program implementation schedule? What are the program benefits? Is there an estimate of clients served? By target, category and trips expected. Is the project feasible?
Budget	15	Is there a program budget? Are continuation funds identified?
Coordination	15	Was the CTSA contacted and engaged? Are multiple stakeholders benefiting?
Project Mgt.	10	Can the sponsor address federal requirements? Does the sponsor have a record of program delivery with grant-funded programs?
Program Indicators	10	Are there performance measures to track progress? Is there a monitoring and evaluation plan?

Quantitative criteria to assess program effectiveness will be incorporated into the scoring criteria.

**The two measures established for the JARC Program are:**

- a) Actual or estimated number of jobs that can be accessed as a result of geographic or temporal coverage of JARC projects.
- b) Actual or estimated number of rides (as measured by one-way trips).

**The two similar measures established for the New Freedom Program are:**

- a) Services provided that can be accessed by individuals with disabilities.
- b) Actual or estimated number of rides provided for individuals with disabilities.



## Appendix I<sup>10</sup>

# The **abc's** of SBCTAC

Created May 2007

## A

**Accessibility** – A concept used in transportation planning to describe the ease with which an individual has an opportunity to participate in an activity. The more accessible the activity, the fewer barriers must be overcome to reach the activity.

**Allocation** – The amount of funding that is specified to a certain program or project.

**American Public Transit Association (APTA)** – A non-profit international industry that performs a variety of services for the industry, along with promoting transit interests, information exchange, research and policy development.

**Americans with Disabilities Act (ADA)** – The landmark 1990 civil rights legislation bars discrimination against people with disabilities in all major areas of life: employment, public accommodations, transportation and communications. As it relates to provision of transportation services, the ADA requires that transportation providers ensure nondiscriminatory accessible service for disabled individuals and that public transportation providers operating fixed route bus service provide paratransit service comparable to the fixed route service.

**Apportionment** – An amount of funding available from a funding source

## B

**Base Fare** – The price charged to an adult for regular local service, usually given for a one-way trip.

**Breeze Bus Service** – Regional Transit Service operated by SMAT that runs weekdays between Santa Maria, Vandenberg Air Force Base and Lompoc.

**Bus** – A self-propelled, rubber-tired road vehicle designed to carry a substantial number of passengers and typically has enough headroom to allow passengers to stand upright after entering. Propulsion may be by gasoline, diesel fuel, natural gas, electricity or other energy sources.

## C

**California Association for Coordinated Transportation (CalACT)** - CalACT is a statewide, non-profit organization that has represented the interests of small, rural and specialized transportation providers since 1984. Membership is comprised of individuals and agencies from diverse facets of transportation, including operators of small and large systems, planning and government agencies, social service agencies, suppliers and consultants.

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<sup>10</sup> This Appendix was originally created in May 2007 for the Santa Barbara County Transit Advisory Committee (SBCTAC), Orientation Packet.

CalACT is governed by a member-elected Board of Directors, who volunteer their time and expertise and managed by a professional staff according to an adopted set of bylaws and an adopted business plan.

**Caltrans (California Department of Transportation)** – Agency responsible for statewide transportation programs in California and the California Transportation Plan. Caltrans is the implementing agency for most state highway projects and for the intercity rail program.

**Capital Costs** – The costs of a public transit system's long-term assets such as property, buildings, vehicles and other long-lived equipment. Capital costs can be differentiated from operating costs, which refer to recurring expenses to maintain equipment and services.

**City of Lompoc Transit (COLT)** – City of Lompoc Transit provides fixed route and dial-a-ride services within the City limits and to the neighboring communities of Vandenberg Village, Mesa Oaks and Mission Hills.

**Charter Service** - Any transportation of a group of persons for a common purpose, under a single contract at a fixed charge for the vehicle or service.

**Choice Rider** – A transit passenger who has at least two modes of travel available and selected transit for that trip.

**Coastal Express** - The Coastal Express connects the cities of Ventura, Carpinteria, Santa Barbara and Goleta. The inter-county service is operated by the Ventura County Transportation Commission (VCTC) and SBCAG under an MOU and is administered by VCTC under the auspices of the Ventura Intercity Service Transit Authority (VISTA).

**Clean Air Express (CAE)** – The Clean Air Express is a commuter bus service that operates weekdays with routes from Lompoc and Santa Maria to the Santa Barbara South Coast.

**Community Partners in Caring** – a provider of volunteer support services for seniors in Santa Maria and Lompoc. Volunteers provide many services including door-to-door transportation, translation, housekeeping, home repairs, friendly visitors and reassurance phone calls. The majority of the requests for services are for medical transportation needs. NO fee charged and no income requirements.

Phone 805-925-8000 in Santa Maria or 805-737-1976 in Lompoc

[www.partnersincaring.org](http://www.partnersincaring.org)

email: [community@partnersincaring.org](mailto:community@partnersincaring.org)

**Commuter Bus Service** – Transportation provided on a regularly scheduled basis during peak travel periods for users commuting to work, school and similar destinations.

**Consolidated Transportation Service Agency (CTSA)** – In accordance with state statute (AB120), SBCAG designates a Consolidated Transportation Service Agency. The CTSA's primary role is to promote coordination and consolidation of social service transportation. Two CTSA's have been designated within SBCAG's jurisdiction. Easy Lift Transportation, Inc. has served as the CTSA for the South Coast Region since 1981. In 1999, SMOOTH, Inc. was designated as the CTSA for the Santa Maria Region (including the cities of Santa Maria and Guadalupe and the unincorporated Orcutt area. Designation entitles the CTSA's to claim TDA Section 4.5 monies.

**Curb-to-curb service** – A service that picks up and delivers passengers at the curb or roadside, as distinguished from door-to-door service. Passenger service is not rendered other than for actual boarding and alighting.

## D

**Demand Responsive Service** – Transit service where individual passengers can request door-to-door or curb-to-curb transportation from a specific location to another specific location at a certain time. These services may require advance reservations. Also referred to as Dial-A-Ride, Paratransit or Demand Responsive Transit.

**Designated Recipient** – A public body, designated in each urban area that must have the legal authority to receive and dispense federal funds.

**Direct Costs** – The costs incurred by the transportation program resulting from vehicle operations and maintenance.

**Discretionary Funds** – Funds granted at the discretion of the funding agency in the amount it desires (as opposed to funding levels determined by a mathematical formula).

**Door-to-door** - A service that picks up passengers at the door of their place of origin and delivers them to the door of their destination. This service may necessitate passenger assistance between the vehicle and the doors.

## E

**Easy Lift Transportation** – Easy Lift is the CTSA for Santa Barbara County's South Coast.

## F

**Fare Box** – Device for the collection of fares. Also refers to the total revenue a transportation system obtains from passenger fares and local services.

**Fare Revenue** – The money or tickets collected as payments for rides. Can be cash, tickets, tokens, transfers and pass receipts.

**Farebox Recovery Ratio (FBR)** – Measure of the proportion of operating expenses covered by passenger fares; found by dividing farebox revenue by total operating costs.

**Federal Transit Administration (FTA)** – Division of the United States Department of Transportation that is responsible for administering public transportation funding within local communities. The FTA provides funding for capital costs and operating costs, as well as for training, technical assistance and research.

**Fixed Route Service** – Service provided on a repetitive, fixed schedule bases along a specific route with vehicles stopping to pick up and deliver passengers to specific locations. Each fixed route trip serves the same origins and destinations, unlike demand responsive. Typically, fixed route service is characterized by features such as printed schedules or timetables, designated bus stops where passengers board and disembark and the use of the larger transit vehicles.

**FTA 5310 (Elderly and Disabled Program)** - The 5310 program provides formula funding to assist private non-profit groups and transit operators in meeting the transportation needs of the elderly and persons with disabilities when the transportation service provided is unavailable, insufficient or inappropriate to meeting these needs. The funds are apportioned based on each State's share of population for these groups of people and awarded to projects through a statewide competitive selection process. Funds may be used for capital equipment such as small buses, vans, radio equipment and computers.

**FTA 5311 (Rural)** - The 5311 program provides formula funding to states for the purpose of supporting public transportation in areas of less than 50,000 in population. It is apportioned in proportion to each State's non-urbanized population. Each state prepares an annual program of projects, which must provide for fair and equitable distribution of funds within the states, including Indian reservations and must provide for maximum feasible coordination with transportation services assisted by other Federal sources.

Funds may be used for capital, operating and administrative assistance to state agencies, local public bodies and nonprofit organizations (including Indian tribes and groups) and operators of public transportation services.

**FTA 5311(f) Intercity** - FTA requires all states to spend a minimum of 15% of their annual 5311 apportionment to implement and fund intercity bus transportation unless the Governor certifies that the intercity bus needs are being adequately met. The FTA 5311(f) program provides funding for operations and capital expenditures.

**FTA 5316 (Jobs Access/Reverse Commute)** - The purpose of the 5316 program is to develop transportation services designed to transport welfare recipients and low income individuals to and from jobs and to develop transportation services for residents of urban centers and rural and suburban areas to suburban employment opportunities. Emphasis is placed on projects that use mass transportation services.

Grants may fund capital projects and operating costs of equipment, facilities and associated capital maintenance items related to providing access to jobs; promote use of transit by workers with nontraditional work schedules; promote use by appropriate agencies of transit vouchers for welfare recipients and eligible low-income individuals; and promote use of employer-provided transportation including the transit pass benefit program

**FTA 5317 (New Freedom)** - This funding program encourages services and facility improvements to address the transportation needs of persons with disabilities that go beyond those required by the Americans with Disabilities Act. Funds are allocated through a formula based upon population of persons with disabilities.

**Fiscal Year (FY)** - Any yearly accounting period, regardless of its relationship to a calendar year. The fiscal year for the federal government begins on October 1 of each year and ends September 30 of the following year; it is designated by the calendar year in which it ends. The fiscal year for the State of California and SBCAG begins on July 1 of every year and ends on June 30 of the following year.

## G

**Guadalupe Flyer** - The Guadalupe Flyer is a fixed route bus service that began operations in June 1998. The service is operated under contract by SMOOTH. The Guadalupe Flyer circulates through Guadalupe and connects the city to Santa Maria at the Town Center Mall. A bus leaves Santa Maria every 60 minutes. The roundtrip takes approximately 50 minutes.

**Guadalupe Shuttle** - The Guadalupe Shuttle provides fixed route in-town circulator service, Monday through Friday between the hours of 10:00 AM and 3:50 PM.

## H

**Headway** – Time interval between vehicles moving in the same direction on a fixed-route

## I

**Intercity Bus** – A large bus with luggage space, used primarily for transportation between cities

**Intercity Transportation** - Transportation service provided between cities by certified carriers, usually on a fixed-route with a fixed schedule.

## J

**Jobs Access/Reverse Commute (FTA 5316)** – See FTA 5316 Description

## L

**Local Transportation Fund (LTF)** - A county fund derived from the ¼% statewide sales tax established by the Transportation Development Act for public transportation. LTF funds are administered and allocated to local governments, transit operators and CTSAs by SBCAG. LTF revenues must be used for public transit purposes as a first priority, but may be used for street and road purposes if SBCAG finds that there are no unmet transit needs that can reasonably be met.

## M

**Measure D** – A 1/2 cent sales tax referendum approved by the voters in 1989 to fund local and regional transportation facility maintenance and improvements in Santa Barbara County through 2010.

**Mill-Alquist-Deddeh Act** - The Mills-Alquist-Deddeh Act (SB 325) was enacted by the California Legislature to improve existing public transportation services and encourage regional transportation coordination. Known as the Transportation Development Act (TDA) of 1971, this law provides funding to be allocated to transit and non-transit related purposes that comply with regional transportation plans.

The TDA provides two funding sources:

1. Local Transportation Fund (LTF), which is derived from a ¼ cent of the general sales tax collected statewide.
2. State Transit Assistance fund (STA), which is derived from the statewide sales tax on gasoline and diesel fuel.

## N

**New Cuyama Shuttle** – The New Cuyama Shuttle is a transit service between the community of New Cuyama and the City of Santa Maria. The service is operated by the County of Santa Barbara. The shuttle provides curb-to-curb service picking up and dropping passengers as requested. The shuttle also provides medical prescription pick-up services for residents.

**New Freedom (FTA 5317)** – See FTA 5317 Description

## O

**Operating Cost** – Refers to all recurring costs associated with operating and maintaining a transit system, including facility and equipment rental, labor, fuel and maintenance. Operating costs can be differentiated from capital costs, which refer to one-time expenses to purchase equipment or facilities.

**Operating Cost Per Hour** – Total cost to operate and maintain a transit system divided by total number of hours the service is provided.

## P

**Passenger Trip** – One passenger making a one-way trip from origin to destination

## R

**Reasonable to Meet** – As adopted by the SBCAG Board, ‘reasonable to meet’ is defined as:

An identified unmet transit need shall be determined to be “reasonable to meet” if SBCAG determines that the transit service will be in general compliance with the following criteria:

1. Can be implemented consistent with the transportation improvement priorities, policies and performance standards contained in the Regional Transportation Plan, the transit development plan or the short-range transit plan for the area
2. Can be implemented safely and in accordance with local, state and federal laws and regulations
3. Excluding the first three years of operation, the additional transit service shall not cause the system of which it is a part to fail to meet system-wide performance standards including:
  - a. the operator’s ability to maintain the required fare to operating cost ratio;
  - b. the estimated number of passengers carried per service hour for proposed service shall be in the range of other similar services provided; and
4. The proposed service would not cause claimant to incur expenses in excess of the maximum allocation of TDA funds.
5. The proposed service is projected to reach a 20% fare box recovery within 3 years, 10% in non-urbanized areas providing rural services, 10% in non-urbanized areas serving urbanized areas and projected to show continuous progress toward meeting the fare box recovery ratio within 3 years.

**Regional Transportation Planning Agency (RTPA)** – An RTPA is responsible for preparation of all federal and state transportation plans and programs that secure transportation funding for highways, local streets and roads, transit, aviation, rail and bikeway/pedestrian facilities. The Santa Barbara County Association of Governments is the RTPA for Santa Barbara County.

## S

**SAFETEA-LU** - Safe, Accountable, Flexible, Efficient Transportation Equity Act SAFETEA-LU is the most recently approved Federal Transportation Bill that provides guaranteed funding for highways, highway safety and public transportation totaling \$244.1 billion. All Federal funding programs for transit are included in SAFETEA.

**Santa Barbara County Association of Governments (SBCAG)** – SBCAG is a voluntary council of governments formed under a joint powers agreement executed by each of the general-purpose local governments in Santa Barbara County. SBCAG is an independent entity governed by a thirteen-member board consisting of a city council representative from each of the eight cities in the county and the five members of the county board of supervisors. The city representatives are appointed by their respective city councils. SBCAG is the designated Regional Transportation Planning Agency (RTPA) and the Metropolitan Planning Organization (MPO) for Santa Barbara County.

**Santa Barbara Metropolitan Transit District (SBMTD)** - The Santa Barbara Metropolitan Transit District provides transit service on the South Coast of Santa Barbara County including the cities of Santa Barbara, Goleta and Carpinteria. SBMTD provides direct service to Northern Santa Barbara County through the Valley Express (discussed above) and local connections for other regional services that serve Santa Barbara, such as Amtrak and the Santa Barbara Airport.

**Santa Maria Area Transit (SMAT)** - Santa Maria Area Transit provides fixed route and dial-a-ride services in the City of Santa Maria and the unincorporated areas of Orcutt and Tanglewood. Service is administered by the City of Santa Maria with day-to-day operations provided under contract by MV Transportation. SMAT service is offered throughout its service area with 11 numbered weekday routes and 12 weekend routes. Most routes originate and return to the Town Center Mall and have 30 or 60-minute clock face headways. All runs at the Town Center Mall are scheduled to leave at the same time making transferring easy.

**Santa Maria Organization of Transportation Helpers (SMOOTH)** - SMOOTH provides additional specialized transportation in Northern Santa Barbara County to various communities and community organizations. SMOOTH is also the CTSA for the Santa Maria Valley.

**Santa Ynez Valley Transit (SYVT)** - Santa Ynez Valley Transit operates fixed route and dial-a-ride services for the Santa Ynez Valley. SYVT operates two fixed routes connecting the communities of Buellton, Solvang, Santa Ynez, Ballard and Los Olivos. The service is administered by the City of Solvang under a Memorandum of Understanding between the cities of Solvang, Buellton and the County of Santa Barbara.

**San Luis Obispo Regional Transit Authority (SLORTA)** – SLORTA was formed through a joint powers agreement (JPA) between the County of San Luis Obispo and each of the seven cities incorporated within the County (Arroyo Grande, Atascadero, El Paso de Robles, Grover Beach, Morro Bay, Pismo Beach and San Luis Obispo) to provide intercity fixed route service and ADA paratransit service throughout San Luis Obispo County. SLORTA operates the Route 10 that provides service into Santa Maria.

**Short Range Transit Plan (SRTP)** – SRTP is a five-year comprehensive plan required of all public transit operators by federal and regional transportation funding agencies.

**State Transit Assistance (STA)** - is generated by the ½-cent statewide sales tax on motor vehicle fuel. These funds are available for transit operating and capital purposes only. The formula that determines the amount of STA funding for each region allocates 50% of the funds based on a county's population compared to the State population. The other 50% is allocated based on the amount of passenger fares and local support revenues collected by the county's operators compared to the amount collected by operators statewide.

## **T**

**Traffic Solutions** – Traffic Solutions is a division of SBCAG and is the County's Transportation Demand Management agency for Santa Barbara County. Traffic Solutions promotes and encourages alternatives to driving alone, with the goals of reducing traffic congestion, air pollution and vehicle miles driven as well as improving the quality of life for employees, visitors and residents of Santa Barbara County.

**Transit Needs Assessment (TNA)** – The annual process as required by the Transportation Development Act SBCAG, as the RTPA, must conduct the Transit Needs Assessment process to determine if there are any unmet transit needs in Santa Barbara County that are reasonable to meet. If it is determined that there is an unmet transit need that is reasonable to meet within a jurisdiction that does not allocate all LTF funding on transit, then that jurisdiction must set

aside LTF funding to meet that need before expending funding on non-transit purposes, such as a streets and roads projects.

**Transportation Development Act (TDA)** – Also known as the Mills-Alquist-Deddeh Act, the Transportation Development Act

## U

**Unmet Transit Need (UTN)** – SBCAG defines what an unmet transit need is in Santa Barbara County as allowed per the Transportation Development Act.

An unmet transit need is the expressed or identified need of the community for additional public transportation services to meet existing basic mobility needs that are not currently being met through the existing system of public transit services or private transportation services. Included, at a minimum, are those public transportation or specialized services that are identified in the Regional Transportation Plan, short-range transit plan and/or transit development plan that have not been implemented or funded.

If an expressed or identified need is determined by SBCAG to be an “operational issue”, it shall not be considered an unmet transit need. Requests that do not require an identifiable additional increment of service will generally be considered operational. Issues such as, but not limited to, the adequacy of location of bus stops, minor route improvements, marketing and service reliability will generally be considered operational.

The identified needs must be for the system of general public transit services. All eligible users of a given service should have equivalent access or opportunity to use the service.

**Urbanized Area (UZA)** – An urbanized area refers to the urbanized area boundaries as reported in the 2000 United States Census. An urbanized area has a population of 50,000 or more.

## V

**Valley Express** – The Valley Express is a fixed route interregional transit service operated by Santa Barbara Metropolitan Transit District. The weekday service has routes that begin in Buellton and travel to Goleta and Santa Barbara.



## Appendix II

### Transportation Connections Survey

Starting in Fiscal Year 2007 by SAFETEA-LU<sup>11</sup>, Metropolitan Planning Organizations are required to develop a Coordinated Public Transit-Human Services Transportation Plan prior to the end of Fiscal Year 2007. Elements required in the plan include:

4. An Assessment of available transportation services that identifies current providers (public, private and non-profit);
5. An Assessment of transportation needs for individuals with disabilities, older adults and people with low incomes;
6. Strategies and/or activities to address the identified gaps and achieve efficiencies in service delivery

To obtain vital information from social service agencies in Santa Barbara County, SBCAG, in coordination with the Santa Barbara County Transit Advisory Committee (SBCTAC), developed and distributed a survey to all social service agencies included in the Community Resources Information Directory (CRIS) in November 2006.

#### **SURVEY BACKGROUND**

The survey (Appendix A) served a dual purpose as it asked respondents for information on any transportation services they might offer and sought information on clients the respective agencies serve and their clients' transportation needs. SBCTAC had an opportunity to review and provide comment on the survey prior to distribution.

The survey was distributed in November 2006 to over 1,200 agencies included in the Santa Barbara County Community Resources Information directory. The survey was distributed by mail as well as electronically. A reminder was also sent to agencies that had email addresses. Participants had an opportunity complete the survey electronically through the website, [www.surveymonkey.com](http://www.surveymonkey.com). A link to the survey was also provided on SBCAG's website, [www.sbcag.org](http://www.sbcag.org).

The survey questions were organized by various sections, such as agency background, client information, transportation vehicles, coordination with other agencies and clients' transportation needs

Overall, 79 surveys were returned and 75 were used in the analysis. Although the response rate was small compared to the number of agencies the survey was distributed to, the information provided is valuable due to the diversity of agencies that submitted surveys. (A list of respondents is included in Appendix B).

The following are responses to questions from the surveys along with analysis.

**Note: Additional survey information is available as part of the appendices.**

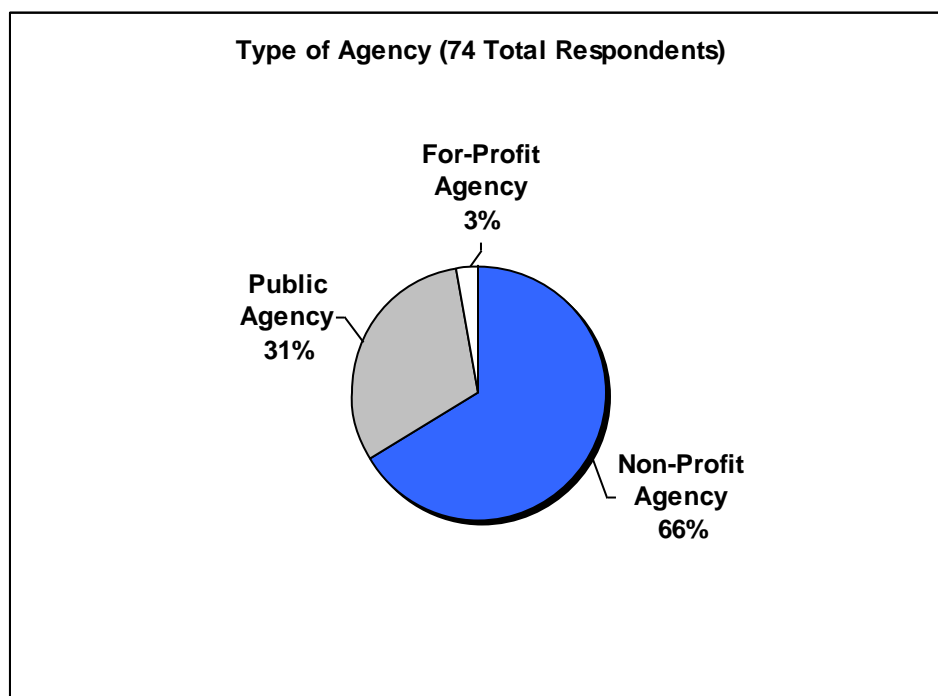
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<sup>11</sup> Safe, Accountable, Flexible, Efficient Transportation Equity Act

## **Agency Background**

### **Type of Agency**

Respondents were asked to select the type of agency from the following list: non-profit agency, public agency or for-profit agency. Of the 72 agencies that answered this question, 48 agencies selected non-profit, followed by 22 public agencies and 2 for-profit agencies.



### **Social Services Provided**

Respondents were asked an open-ended question of what kind of social service(s) their agency provides. Responses varied and included the following (A full list of responses is included as Attachment C):

Cancer Treatment  
Homeless, drug and alcohol treatment programs  
Adult Day Programs  
Vocational Training Programs  
Mental Health Services  
Tutorial Programs

The majority of agencies that responded provide medical and developmental services for clients.

### **City(s) or Areas Social Services Are Provided**

For this question, respondents provided information on city(s) or areas their agency provides social services. Respondents were allowed to mark off more than one city or area.

The top five areas included the City of Lompoc, throughout Santa Barbara County, the City of Santa Barbara, City of Goleta and City of Santa Maria.

<b>Lompoc City</b>	<b>17</b>
<b>Santa Barbara County</b>	<b>15</b>
<b>Santa Barbara City</b>	<b>14</b>
<b>Goleta City</b>	<b>13</b>
<b>Santa Maria City</b>	<b>13</b>
<b>Tri-Counties</b>	<b>10</b>
<b>Santa Ynez</b>	<b>9</b>
<b>Buellton</b>	<b>7</b>
<b>Carpinteria</b>	<b>7</b>
<b>Solvang</b>	<b>7</b>
<b>South Coast</b>	<b>6</b>
<b>Guadalupe</b>	<b>5</b>
Orcutt	4
Los Olivos	4
Isla Vista	4
Los Alamos	4
Nipomo	3
Montecito	3
Vandenberg	2
Sisquoc	2
Summerland	2
San Luis Obispo County	2
Ventura County	1
North County	0

## **Transportation Services Provided by Agencies**

### **1A - Eligibility Requirements**

In this section of the survey, respondents were asked to provide information on transportation services provided, if the agency did provide transportation. Forty-three (43) agencies, or 55% of total respondents, responded that they do provide transportation services and provided eligibility requirements to receive those transportation services. Eligibility requirements are included as Attachment C.

Responses included:

- Having a disability
- Being a client of the agency
- Veterans
- Enrolled in certain social service programs
- Being a resident of the Central Coast

Based on responses provided, the majority of agencies that provide transportation services had requirements relating to physical or mental disabilities, lower income levels and age categories such as youth or elderly.

### 1B – Which year services were transportation services first provided

Thirty-four agencies responded to this question. Responses varied from 1962 to 2006.

1960-69	1970-79	1980-89	1990-99	2000-Present
1	3	5	7	5

Based on responses, most agencies have had transportation services established for sometime with a few agencies that have recently started services.

### 1C – Areas that transportation services are provided to

Respondents were asked to choose which areas their agencies provided transportation services to

Based on survey results, agencies provided transportation services to jurisdictions and communities throughout the county with Santa Barbara, Lompoc and other cities having the highest number of agencies providing transportation for their clients.

<b>Santa Barbara City</b>	<b>9</b>
<b>Lompoc City</b>	<b>9</b>
<b>Buellton City</b>	<b>7</b>
<b>Santa Maria City</b>	<b>7</b>
<b>Santa Ynez</b>	<b>7</b>
<b>Carpinteria City</b>	<b>6</b>
<b>Goleta City</b>	<b>6</b>
<b>Solvang City</b>	<b>5</b>
<b>Santa Barbara County</b>	<b>4</b>
<b>Guadalupe City</b>	<b>2</b>
<b>Orcutt</b>	<b>2</b>
<b>South Coast</b>	<b>2</b>
<b>Tri-Counties</b>	<b>1</b>
Vandenberg	1
Sisquoc	1
Los Olivos	1
Isla Vista	1
Summerland	1
Los Alamos	1
North County	1
Ventura County	1
San Luis Obispo County	1
Los Angeles County	1

## 2. Times that transportation services are provided

Respondents were asked to indicate when their agency provides transportation services. Percentages were based on total survey respondents, which were 74.

1. Weekdays, 7AM to 5PM	35%	27
2. Weekdays, 5PM to 10PM	12%	9
3. Saturday, 7AM to 5PM	10%	7
4. Sunday, 7AM to 5PM	10%	7
5. Saturday, 5PM to 10PM	8%	6
6. Friday/Saturday, after 10PM	5%	4
7. Sunday, 5PM to 10PM	5%	4
8. Other	15%	11

Based on responses, most agencies provided transportation services on weekdays between 7AM to 5PM when most social and medical services are provided. This was followed by Weeknights and Saturdays and Sundays from 7AM to 5PM. A couple agencies provided services to clients on 'as needed basis.

## 3. Type of transportation services provided

Respondents were asked to provide information on the type of transportation that their agencies provided. The following responses provided:

- Contract with SMOOTH
- Private Cars
- Pick up and drop off
- Service for medical appointments and social outings
- Rides to medical appointments, shopping
- To VA medical centers
- Provide bus tokens
- Subcontract with SMOOTH
- Reimburse families for transportation
- Volunteer drivers
- School bus service
- Bus tokens, coordinate with Easy Lift for loaner vehicles
- Provide information on local transit services – 3 agencies

Responses show that agencies use a variety of services to provide transportation to clients, such as using private vehicles, reimbursing families for transportation, providing bus tokens or contracting with SMOOTH.

## **Client Information**

In this section, respondents were asked to provide demographic information on their clients. The first table shows the number of agencies that serves the various clients provided for them to choose from. The second table shows the total number of clients identified by all agencies in the survey responses.

**Total Agencies**

<b>Number of agencies that...</b>	Elderly	Children	Youth/Teens	Low Income	Wheelchair	Physically Disabled	Mentally Disabled	Alcohol/Drug Patient	Single Parent	Other
Serve the following clients	16	15	12	16	10	10	14	3	11	7
Have clients who receive transportation assistance	8	6	4	9	5	5	9	3	5	2
Transport clients	11	9	6	9	6	7	8	2	3	3
Subsidize transportation costs for clients	5	5	4	4	4	3	6	2	3	2
Have clients who receive transportation from Easy Lift or SMOOTH	5	2	1	6	2	2	4	1	2	1

**Total Clients**

<b>Number of agencies that...</b>	Elderly	Children	Youth/Teens	Low Income	Wheelchair	Physically Disabled	Mentally Disabled	Alcohol/Drug Patient	Single Parent	Other
Serve the following clients	3,369	6,969	1,839	18,660	112	516	1,928	800	956	18,385
Have clients who receive transportation assistance	319	1,575	285	1,952	87	92	558	453	236	20
Transport clients	984	952	557	1,926	100	302	441	430	221	439
Subsidize transportation costs for clients	81	1,600	315	1,762	85	28	242	423	270	32
Have clients who receive transportation from Easy Lift or SMOOTH	301	200	30	159	18	8	33	10	23	8

## **Transportation Costs**

### **Subsidy to clients for transportation costs**

Of the 47 agencies that responded to whether they provide a subsidy to their clients for transportation services, 13 responded affirmatively or 28% of respondents.

### **Funding sources for client transportation services**

Agencies that have funding for public transportation services – 5

Agencies that have funding for private transportation services – 7

### **Annual Transportation Costs:**

Based on responses, transportation operation costs for agencies ranged from \$500 to \$33,500 for Fiscal Year 2005/06.

### **Funding Sources:**

Area Agency on Aging

SBC Department of Education

First 5

Department of Developmental Services

City Funds

Private Donations

### **Transportation Vehicles**

Number of Agencies with Buses: 9

Number of Agencies with Buses with Lift Equipment: 5

Number of Agencies with Vans: 15

Number of Agencies with Vans with Lift Equipment: 7

Number of Agencies with Automobiles: 8

Number of Agencies with Automobiles with Lift Equipment: 0

Number of Agencies with Full Time Staff who assist with transportation services: 11

Number of Agencies with Part Time Staff who assist with transportation services: 9

Number of Agencies with Volunteer Staff who assist with transportation services: 4

### **Coordination with Consolidated Transportation Service Agency (CTSA)**

Respondents were asked if their agency participates with a Consolidated Transportation Service Agency, either Easy Lift Transportation on the South Coast or SMOOTH in North County, to provide or assist with transportation services for their clients. They were asked to specify what type of assistance they received on options presented.

Provides transportation services to our clients	11
Provides vehicles to our agency at no cost	3
Provides centralized dispatching services for our clients	3
Provides vehicles to our agency at a prorated or discounted lease	1
Provides driver training for our agency's drivers	1
Provides centralized administration of client transportation programs	1
Provides vehicle maintenance	0
Participated in a joint vehicle purchase or vehicle purchase at a fleet rate	0
Provides or participates in a centralized or joint fleet maintenance program	0
Other	7

‘Other’ responses included:

- Our agency uses vehicles for field trips for kids
- Referrals for vehicle maintenance and equipment purchases
- Field Trips

### **Applied for Federal Transit Administration (FTA) 5310 funding**

Respondents were asked if their agency had ever applied or coordinated with another agency for FTA 5310 Funding, also known as the Elderly Individuals and Individuals with Disabilities Program.

Out of the 41 agencies that responded to this question, 5 agencies or 12% responded that they had applied or coordinated with another agency for FTA 5310 funding.

### **Client Trip Needs**

Respondents were asked what kinds of trips their clients need and were asked to check all that applied. The top three selections were for Medical, Social Service Appointments and Education purposes. ‘Other’ responses included: Housing search, Haircut Appointments, Parenting Classes, Court Appointments, Meetings and All Purposes.

### **Type(s) of Transportation trips needed by clients**

Rank			
1	Medical	33	71.1%
2	Social Service Appointments	27	60.0%
3	Education	25	55.6%
4	Employment	23	51.1%
5	Shopping	22	48.9%
6	Social/Entertainment	17	37.8%
7	Family/Friend Visits	14	31.1%
8	Religious	14	31.1%
9	Senior Nutrition	10	22.2%
10	Other	8	17.8%



### Medical transportation trips outside Santa Barbara County

Respondents were asked if their clients were in need of medical transportation outside of the County. 22 agencies responded affirmatively or about half of the 45 total respondents.

<b>No</b>	24
<b>Yes</b>	22
<b>Total Respondents</b>	45

### Destinations outside Santa Barbara County

Los Angeles	10
Ventura	7
UCLA Medical Center	5
Kern County	2
French Hospital in San Luis Obispo	2
USC Medical Center	1
Stanford	1
Orange County	1
San Luis Obispo County	1
Templeton	1

Agencies identified Los Angeles and Ventura counties as two locations that clients needed transportation to outside of Santa Barbara County, followed by UCLA Medical Center.

### Frequency of trips outside the County

When asked how frequently clients needed trips outside the county, the top responses were 'Other' followed by Monthly then weekly. 'Other' responses included rarely, once or twice per year, as necessary and dependent on client needs.

Frequency	Responses
Daily	1
Weekly	3
Monthly	8
Other	9

### Hours of service needed for public transportation

Respondents were asked to check off one or more of the following times their clients need public transportation:

1	Weekdays, 7AM to 5PM	43	87.8%
2	Saturday, 7AM to 5PM	18	36.7%
3	Weekdays, 5PM to 10PM	17	34.7%
4	Sunday, 7AM to 5PM	16	32.7%
5	Saturday, 5PM to 10PM	9	18.4%
6	Other (please specify)	9	18.4%
7	Sunday, 5PM to 10PM	7	14.3%
8	Friday/Saturday, after 10PM	5	10.2%

**Total Respondents**      **49**

Agencies identified weekdays between 7AM and 5PM as the top priority in terms of clients needing public transportation, followed by Saturday service between 7AM and 5PM and nighttime service on weekdays.

### **Types of public transportation needed**

Respondents were asked to check off one or more of the following types of transportation services their clients need:

1	Fixed route scheduled bus service (pick up at designated bus stops)	36	70.6%
2	Curb-to-curb demand response service (call ahead for scheduled pick-up)	23	45.1%
3	Door-to-door demand response (call ahead for scheduled pick-up for elderly or persons with disabilities)	23	45.1%
4	Fixed route, deviated service (bus operates regular routes, can go off routes on request)	19	37.3%

**Total Respondents 51**

Of the 51 agencies that provided a response, 36 agencies or 71% of respondents indicated that their clients need fixed route scheduled bus service, followed by curb-to-curb demand response and door-to-door demand response service.

### **If you could change one thing about public transportation for your clients, what would it be? Why?**

Respondents were asked to provide input one thing they would change about public transportation for their clients. Responses varied from operational requests to requests for new services. Responses are included in the appendices.



## Appendix A - Transportation Connections Survey – November 2006

Agency Name: \_\_\_\_\_

Agency Address: \_\_\_\_\_

Agency Contact \_\_\_\_\_ Contact phone: (\_\_\_\_) \_\_\_\_\_

Type of Agency (Please check one): ☐ Non-Profit agency ☐ For-profit agency ☐ Public Agency

Type of social service(s) your agency provides: \_\_\_\_\_

City(s) or areas your agency serves: \_\_\_\_\_

1. If your agency provides or assists clients with transportation services, please answer the following as applicable:

- What are the eligibility requirements to receive transportation services? \_\_\_\_\_
- What year did you begin to provide or assist clients with transportation services? \_\_\_\_\_
- List city(s) or areas served \_\_\_\_\_

2. When does your agency provide transportation services?

- ☐ Weekdays, 7AM to 5PM      ☐ Weekdays, 5PM to 10PM      ☐ Saturday, 7AM to 5PM  
☐ Saturday, 5PM to 10PM      ☐ Friday/Saturday, after 10PM      ☐ Sunday, 7AM to 5PM  
☐ Sunday, 5PM to 10PM      ☐ Other (please specify) \_\_\_\_\_

3. What type of transportation service(s) do you provide? \_\_\_\_\_

4. Please provide information about your clients in the table below:

Client	Total Clients	Number of clients receiving transportation assistance	Number of clients your agency transports	Number of clients your agency subsidizes transportation costs for	Number of clients Easy Lift or SMOOTH transports
Elderly					
Children					
Youth/Teens					
Low Income					
Wheelchair					
Physically Disabled					
Mentally Disabled					
Alcohol/Drug Patient					
Single Parent					
Other					
<b>Total</b>					

5. Does your agency provide a subsidy to your clients for transportation services? ☐ Yes ☐ No

Please provide your agency's expenditures for client transportation services in Fiscal Year 2005-06:

Subsidy – public transportation service	Subsidy – private transportation service	Your agency fleet operating costs	Your agency fleet capital costs	Your agency fleet administrative costs

6. Please list funding sources for client transportation services in Fiscal Year 2005-06:

	Programs/Grants (description)	Amount
Federal		
State		
Local		

7. If your agency owns or leases vehicles for client transportation services, please describe your fleet:

Fleet Vehicles	Total number of vehicles	Number w/lift equipment
Buses		
Vans		
Autos		

	Drivers	Managers
Full time (paid)		
Part time (paid)		
Volunteer (full time or part time)		

8. If your agency participates with a Consolidated Transportation Service Agency (CTSA), Easy Lift (South Coast Region) or SMOOTH (Santa Maria Valley), to provide or assist with transportation services for your clients, please specify the type of assistance received (Please check off all boxes that apply.)

- |  |   |
|--|---|
| <input type="checkbox"/> Provides transportation service to our clients                                | <input type="checkbox"/> Provides driver training for our agency's drivers                          |
| <input type="checkbox"/> Provides vehicles to our agency at no cost                                    | <input type="checkbox"/> Provides vehicle maintenance   |
| <input type="checkbox"/> Provides vehicles to our agency at a prorated or discounted lease             | <input type="checkbox"/> Participated in a joint vehicle purchase or vehicle purchase at fleet rate |
| <input type="checkbox"/> Provides centralized dispatching services for our clients maintenance program | <input type="checkbox"/> Provides or participates in a centralized or joint fleet                   |
| <input type="checkbox"/> Provides centralized administration of client transportation programs         | <input type="checkbox"/> Other (please describe) _____  |

9. Has your agency ever applied for or coordinated with another agency for Federal Transit Administration 5310 Funding, also known as the Elderly Individuals and Individuals with Disabilities program? ☐ Yes ☐ No

10. What type(s) of trips do your clients need?

- |   |   |
|---|---|
| <input type="checkbox"/> Shopping             | <input type="checkbox"/> Education                    |
| <input type="checkbox"/> Medical              | <input type="checkbox"/> Senior Nutrition             |
| <input type="checkbox"/> Family/Friend Visits | <input type="checkbox"/> Social Service Appointments  |
| <input type="checkbox"/> Employment           | <input type="checkbox"/> Religious                    |
| <input type="checkbox"/> Social/Entertainment | <input type="checkbox"/> Other (please specify) _____ |

11. Do your clients need medical transportation outside the County?

☐ Yes    ☐ No    If yes, where to? \_\_\_\_\_

How often?   ☐ Daily   ☐ Weekly   ☐ Monthly   ☐ Other (please specify) \_\_\_\_\_

12. When do your clients need public transportation?

☐ Weekdays, 7AM to 5PM    ☐ Weekdays, 5PM to 10PM    ☐ Saturday, 7AM to 5PM  
☐ Saturday, 5PM to 10PM    ☐ Friday/Saturday, after 10PM    ☐ Sunday, 7AM to 5PM  
☐ Sunday, 5PM to 10PM    ☐ Other (please specify) \_\_\_\_\_

13. What type(s) of public transportation do your clients need?

☐ Fixed route scheduled bus service (pick up at designated bus stops)  
☐ Fixed route, deviated service (bus operates regular routes, can go off routes on request)  
☐ Curb-to-curb demand response service (call ahead for scheduled pick-up)  
☐ Door-to-door demand response (call ahead for scheduled pick-up for elderly or persons with disabilities)

14. If you could change one thing about public transportation for your clients, what would it be? Why?

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**Optional:** Would you like to be contacted about upcoming public transportation meetings?   ☐ Yes    ☐ No

If you have any questions, please contact Sarkes Khachek or Michael Powers at (805) 961-8900.  
You can also contact the CTSA in your area for more information about available transportation services.

**Santa Maria Valley**

Jim Talbott, Executive Director  
Santa Maria Organization of Transportation Helpers (SMOOTH)  
509 West Morrison Street, Suite B  
Santa Maria, CA 93458  
(805) 922-0146

**South Coast Region**

Jerry Davis, Executive Director  
Easy Lift Transportation  
53 Gerald Cass Place, Suite D  
Santa Barbara, CA 93117  
(805) 681-1410  
[www.easylift.org](http://www.easylift.org)

**Thank you for your participation. It is greatly appreciated!**

Please return this survey by Friday, December 8, 2006 by mail or fax to:

Santa Barbara County Association of Governments  
Transportation Connections Survey  
260 N. San Antonio Rd.  
Santa Barbara, CA 93110  
Telephone (805) 961-8900  
Fax (805) 961-8901  
Web [www.sbcag.org](http://www.sbcag.org)

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## Appendix B: Survey Respondents

South Coast Railroad Museum	300 North Los Carneros Road, Goleta, CA 93117	Gary B. Coombs, Ph.D.
Area Agency on Aging	528 S. Broadway Santa Maria	Joyce Ellen Lippman
Community Action Commission	5638 Hollister Avenue, Suite 230	Greg Gorga
Computers for Families	4400 Cathedral Oaks Road	Kris White
Life Options Vocational & Resource Center (LOVARC)	116 North I Street Lompoc, CA. 93436	Rick Hummel
SANTA BARBARA FOUNDATION	15 E. Carrillo St., SB, CA 93101	Catherine Brozowski
LOVARC	116 North I Street Lompoc, CA.	Rick Hummel
Storyteller Children's Center	2115 State Street	Terri Allison
Devereux	P.O. Box 6784 S.B. CA 93160	Gary Cummins
Workforce Resource Center	1410 S. Broadway	Mona Baker
Santa Maria Area Transit (City of Santa Maria)	110 S. Pine St, Ste 101, Santa Maria, CA 93458	Austin O'Dell
FitzGerald Community School	402 Farnel Rd., Suite M, Santa Maria	Bob Chapin
Tri-Counties Regional Center	1234 Fairway, Santa Maria, CA 93455	
Santa Barbara Metropolitan Transit District	530 Olive Street	Steven Maas
UCSB Transportation Alternatives Program	552 University Road, Santa Barbara CA 93106-7001	James Wagner
Tri-Counties Regional Center	520 East Montecito Street, Santa Barbara, CA 93103-3278	Jason Trevino
Sarah House	PO Box 20031, Santa Barbara, CA 93120	Randy Sunday
Santa Maria Valley Youth & Family	105 N. Lincoln St	Raffaele Montemurro
City of Santa Barbara, Carrillo Recreation Center	100 E. Carrillo St.	Jason Bryan
Sansum diabetes research institute	2219 Bath Street, Santa Barbara ca 93105	Rochelle rose
Better Business Bureau	213 Santa Barbara St.	Rick Copelan
Public Health Department	345 Camino del Remedio	Cherie Alstott
Los Olivos School District	2540 Alamo Pintado Ave.	Lisa Andresen
Carpinteria Valley Chamber of Commerce	1056 Eugenia Pl Ste B, Carpinteria	Lin Graf
Santa Barbara Public Library Adult Literacy Program	40 E. Anapamu St., Santa Barbara	Beverly Schwartzberg
Braille Institute	2031 De La Vina Street	Angeal Nowlin
Alpha Resource Center	4501 Cathedral Oaks Road	Julie Badella
Visiting Nurse and Hospice Care of Santa Barbara	222 E. Canon Perdido	Enid Pritikin
SBCAG Traffic Solutions	260 N. San Antonio Rd	Kent Epperson
Growing Grounds Farm II	PO Box 15408 San Luis Obispo 93406	Ariela Gottschalk
VTC Enterprises	P.O. Box 1187, Santa Maria, CA 93456	Kathryn J.S. Cook, Director of Rehabilitation
Guadalupe Healthy Start	4681 11th St. Guadalupe, CA 93434	Almz Wilson
Area Agency on Aging	528 S. Broadway, Santa Maria, CA	Joyce Ellen Lippman
LOVARC	116 N. I St. Lompoc, CA	Nita Streetman
First United Methodist Church	305 E. Anapamu St.	Rev. Alan Strout
Valley Haven	PO Box 950 Solvang, CA 93463	Sandra Knight
LHD/Convalescent Care Center	216 N. 3rd Street Lompoc, CA	Nola Carpio
La Leche League	1738 Calle Lindero	Susie Forster
Transitions - Mental Health Association	PO Box 15408 San Luis Obispo, CA	Frank Ricceri
Santa Barbara Veterans Services	108 East Locust Street, Lompoc, CA	Mozart Booker
Charles Golodner Counseling Group	301 S. Miller St #105 Santa Maria, CA	Charles Golodner
Santa Barbara County Public Defender	1100 Anacapa St. 3rd Floor, Santa Barbara, CA	Nancy Ramirez
Psychiatric Services - Santa Barbara Cottage Hospital	Pueblo at Bath St. Santa Barbara CA	Larry Vineall
SBC Education Office - Child Development Program	PO Box Santa Barbara, CA 93160	Trudy Adair-Verbais
Cancer Detection Program - SBC Public Health Department		June English
Sojourn Services, Inc.	625 S. McClelland St. Santa Maria, CA	Mary Bucher
Goleta Valley Historical Society	304 N. Los Carneros Road, Goleta, CA, 93117	Robin Cederlot
Family Service Agency	123 W. Gutierrez St. Santa Barbara, CA 93101	Barbara Sheffield
Catholic Charities	903 E. Chestnut Avenue, Lompoc, CA	J. Begleu

Goleta Library Children's Medical Services - CCS	500 N. Fairview, Goleta, CA 1111 Chapala, Suite 200, Santa Barbara, CA	Leah Watts E. Kasehagen
Spark Enrichment Center	1727 State St. Santa Barbara, CA	Brad Naegle
HELP of Carpinteria Little Angels Preschool Los Padres National Forest Los Prietos Boys Camp/Academy	1069 Casitas Pass Rd. Carpinteria, CA 909 N. La Cumbre Rd. Santa Barbara, CA 6755 Hollister Avenue, Goleta, CA 3900 Paradise Rd. Santa Barbara, CA 93105	Judy Goodbody Mary Lopez Patrick Crespin Mike Cleary
Santa Barbara Botanic Garden Santa Ynez Valley People Helping People CALM	1212 Mission Canyon Rd. Santa Barbara, CA PO Box 1478, Solvang, CA 93464 1236 Chapala St. Santa Barbara, CA	Cherie Welsh Dean Palius Anna Kokotovic
Central Coast Literacy Council Lions Sight and Hearing Center Santa Barbara Montessori School	521 E. Chapel St. Santa Barbara, CA Cottage Hospital eye Center 7421 Mirano Dr. Goleta, CA 93117	Isa Ponce  Jim Fitzpatrick
Solutions at Santa Barbara California Highway Patrol	1135 N. Patterson Ave. Santa Barbara, CA 93111 6465 Calle Real Dr. Goleta, CA 93117	Susan Hannigan Captain Jeff Sgobba
Hope School District	3970 La Colina Rd. Santa Barbara, CA 93110	Gerrie Fausett
CALM of Santa Barbara Transition House Environmental Health Services Good Samaritan Shelter, Inc. Santa Barbara Neighborhood Clinics Santa Barbara County Public Health - Lompoc	1236 Chapala St. Santa Barbara, CA 425 E. Cota St. Santa Barbara, CA 93101 225 Camino Del Remedio, Santa Barbara, CA 93110 731 S. Lincoln St. Santa Maria CA 93455 915 N. Milpas St. Santa Barbara, CA  301 N. R Street, Lompoc, CA	Deborah Holmes Kathleen Baushke Rick Maufields Sylvia Barnard Christy Schuerch  Sherrie Rule
Cancer Center of Santa Barbara	300 W. Pueblo St. Santa Barbara, CA	Mary Solis
Independent Living Resource Center City of Santa Barbara - Solvang Branch Library	423 W. Victoria St. Santa Barbara, CA  1745 Mission Drive, Solvang, CA 93463	Petra Lowen  Carey McKinnon
Community Partners in Caring	111 S I Street, Ste C-1, Lompoc	Rosio Ruiz



## Appendix C - Survey Question Responses

### Question: Type of Social Services Provided

Museum
Two services 1. Contract with SMOOTH and 2. Information services regarding transportation
CAC serves the low-income community, ages 0 to 100, countywide. Services include: -Early care and education for children 0 to 5 and their families -Teen pregnancy prevention, gang violence and substance abuse education for high-risk youth -Job placement services for out-of-school youth ages 18-21 -Mentoring for foster care youth as they transition into independent adult life -Placement services for foster care youth -Case management for families potentially entering the Child Welfare Service system -Mental Health services as part of the Children's System of Care -Utility assistance and home weatherization and energy conservation services for low-income households -Home delivered and congregate center meal service for seniors -Summer meals for children and youth eligible for free and reduced-fee meals during the school year -Vended meals for local schools and organizations
computers and training to elementary students in 30 South Coast elementary schools
Vocational Independent Living Social Integration Residential
We are a community foundation, providing grant making resources, loans and scholarship and donor services.
supported employment social integration independent living skills residential
Storyteller Children's Center provides high quality, tuition-free early childhood education for homeless and at-risk children, as well as comprehensive support services for their families.
Residential, Community and Day Programs for individuals with developmental disabilities
Employment and training services through a partnership of local, state and community based organizations
(none)
Public education for expelled, truant and high-risk students
Tri-Counties Regional Center provides supports and services for children and adults with developmental disabilities living in San Luis Obispo, Santa Barbara and Ventura Counties.
Fixed-Route Bus Service (Directly Operated) ADA Paratransit Service (Purchased Transportation)
University provides education to 20,000 students and employment to 4,700 plus visitors and volunteers Approximately 10% of students use transit
The State of California contracts with Tri-Counties Regional Center (TCRC) to provide supports and services for children and adults with developmental disabilities living in San Luis Obispo, Santa Barbara and Ventura Counties.
end of life care for the low-income and 24 hour residential care for people with HIV/AIDS
Counseling
Recreation programs (dance, fitness, social, etc.)
patient care, disease management, diabetes prevention, nutrition and education, clinical research
We process complains between consumers and Tri-County area businesses and provide reliability reports on those companies based on their complaint track record (or lack of) and other factors.
Education, prevention, care and treatment and housing services for HIV/AIDS clients in Santa Barbara County
Public School
Chamber of Commerce
Free one-on-one tutoring for adults who need help with basic skills.
Classes Books-on Tape Youth Program Low Vision Consultations
Alpha Resource Center is a Multi-faceted service center for people with developmental disabilities and their families Family First - assists parents or children with special needs Katie's Fund - social and recreational opportunities for teens with developmental disabilities Adult Service - day services for adults with developmental disabilities Wellness and Advocacy Services Resource Libraries
Home health and hospice services to anyone in the community regardless of ability to pay
Commute solutions for employees and employers in Santa Barbara County
Paid employment and horticultural therapy to adults with mental illnesses
Job placement, vocational training, quality life service day programs, community training, travel training
Emotional, Physical, Basic Needs, Transportation, Educational, etc.
Supportive, nutrition, health promotion and caregiver services

Provide services for developmentally disabled adults.
Free after-school tutorial program
Adult day programs for independent seniors.
On-site Social Service Provider
Education and support for breast feeding
Human Services
Veterans/Family of Veterans/Widows/Claims
Substance abuse and Anger Management Counseling
Inpatient Psychiatric Hospitalization and Detoxification
Child-care services
Children's and Family services
Counseling, Therapy, Big Brothers/Big Sisters, Senior Services, 211 Helpline, School based counselors
Community Service, Food Pantry
Public Library
Medical Care/Case Management
Early Childhood Development
Transportation (all volunteer)
Pre-school
Probation camp for minors
Visitor destination and educational institution/museum
Basis needs and family support services
Therapy, Home Visitation
Brain Injury Rehabilitation
Law Enforcement
Public School
Mental Health
Emergency shelter, permanent housing and anti-poverty services for families
Homeless, drug and alcohol treatment
Medical, Dental, Health Education
Medical Social Service
Cancer treatment and nuclear medicine
Advocacy, Independent Living Skills, etc.

**Question: If your agency provides or assists clients with transportation services, what are the eligibility requirements to receive transportation services?**

CAC does not provide transportation services. Some of our programs will provide clients with bus tokens to go to work or a job interview or to receive other community services. In the past, CAC operated Easy Lift transportation.
Prioritized as follows 1. Person in group supported employment Dept. of Rehab or Dept of Developmental Svcs. authorized 2. individual in supported employment dept. of Rehab or Dept of Developmental Svcs. authorized 3. employee of LOVARC who has a certified disability
No services provided.
Having a developmental disability
Eligibility criteria for the WIA program - then up to \$1,000 over a 2 year period of time can be paid to clients to assist with needs which include transportation
No eligibility requirements for fixed-route service For ADA paratransit, passengers must be certified eligible due to an inability to ride the buses
Enrolled or Employed at UCSB
TCRC does not provide the direct transportation but does vendor agencies through R&D Transportation Services to provides transportation for children and adults with developmental disabilities throughout Santa Barbara County
We provide transportation to and from medical appointments for HIV/AIDS residents and as often as possible for hospice patients.
we don't typically provide transportation services
Low-income Lack of other transportation means Diagnosed with HIV/AIDS or a support family member Enrollment in various programs
Must be a student of Los Olivos School and live in the school district boundaries.
Visually Impaired Ambulate independently
Agency does not provide transportation
Need and no one else to take them
None
We travel train people to use public transit systems. If they are enrolled in our programs, R&D transportation arranges private contracted transportation through Student Transportation of America and SMOOTH. We also take our Agency owned Vans and transport to program activities
Open case or Special Need.
Age 60+
Only if they can't get somewhere using public transportation
We do not provide transportation services at this time, but are working on a plan to get our older members to church on Sundays.
Anyone attending our program
Resident at the CCC
Receive services through County ADMHS.
Veterans, Homeless/Disabled/Seniors
Must be enrolled in our Welcome Every Baby Program
Eligible for CCS, unable to access medical care
Low income with children ages 0 to 3
Carpinteria residents in need of transportation
Low income; no other transport available; translation and transport are required.
Lack of transportation
Be enrolled in school.
Need and area
Must be a client
Client
Ambulatory difficulties
Upon request/need
Be a person with a disability
55 years old with a disability

**Question: If you could change one thing about public transportation for your clients, what would it be? Why?**

Better bus service to our facility
The elimination of arbitrary county boundaries for transportation services
Make it so convenient; people would leave their cars at home to use public transportation.
More reliable and on-time and more buses on heavily used routes, especially for parents needing to pick up children before 5 PM
More bus routes
Newer equipment and facilities
Deviated rout twice a day to drop off / pick-up our students riding the Guadalupe Flyer to and from FitzGerald Community School.
Increased funding to allow service enhancements
An express bus between LaCumbre and UCSB during peak commute times. A large portion of UCSB students and employees live in the Upper state area and are poorly served currently by MTD on their commute to UCSB. One can bike faster than the bus between UCSB and San Roque/Upper State
One of the most important things that could be changed for the individuals served by Tri-Counties Regional Center would be increasing evening routes. There is a lack of evening routes thought the county preventing access to community activities.
Door-to-door service and availability of a trained individual to accompany a disabled client.
More and better bus service. Bus is often full and won't stop to pick up more passengers.
This survey was difficult in that we may not have data collected this way. Our clients report SMAT drivers can be impatient with people who use wheel chairs. They feel like they are treated as a burden to the driver's schedules.
More client focused
Eliminate County Boundary Lines
Our clients complain that they have to sit and wait too long for the bus to arrive to pick them up.
That public transportation is available for frail, elderly people.
More service from Lompoc to Santa Maria and Santa Barbara
I would like to see better public bus service between Mission Hills and Downtown Lompoc -- one aimed at the needs of teens: that coincides with the movie schedule for instance.
Friendly, personal and community building service with understanding passengers. A man can dream.
Time of pick-up and returns
Portal to portal transportation for teen parents and their children
We need more in Santa Maria and also to get families to Los Angeles for medical appointments for severe health issues. Curb-to-curb available for new mothers for medical and WIC appointments in South County
Public transit makes few stops at our museum. Increase frequency of stops including holidays and weekends.
Small vans available for transporting elderly/disabled to appointments; medical, social service. Door-to-door, not necessary to be an EasyLift, just a small delivery bus or van.
Transfer to other bus and pick-up places. Easier for elderly or handicap to access
Flexibility - to meet needs when medical appointments change or take longer than predicted.
For low-income infants and toddlers we need curb-to-curb demand response to take clients to museums, zoo, farms, library and other sites for educational experiences.
Seniors living in Santa Barbara would have more door-to-door transportation available to them. Expand Easy Lift services, offering more ride opportunities to seniors.
Buses to go on more side streets, into neighborhoods more
We are unable to encourage employees to use bus service since there are no regular bus routes to the garden. More visitors would be able to come if there was bus service to the garden (other than Buses 22 only weekends)
Buellton to Lompoc, Buellton to Santa Maria, Los Alamos to Buellton
More frequent bus service.
More accessibility in terms of schedules. Many of our adult students work in the daytime and wish to attend a literacy center in the evening.
Greater access for individuals with cognitiz impairment not just physical restrictions. Some people, doctors included, have difficulty recognizing how cognitive impairment limits ability to access transportation services.
Safe walking route from Blue Skies mobile home park, St. Vincent, low-income housing, old Mill Road to bus stop at Highway 154 and State Street.
More frequent bus service for mental health appointments. Express service for medical baby appointments. Help for families in remote locations.

The price of public transportation. For a family with children, bus tokens to and from work and school daily is very expensive.
Bus tokens for homeless individuals and families at no cost or reduced cost.
More buses on each line. No waits longer than 5 minutes. Train-bus connection needs to be excellent for commuters/staff.
Better now than in the past. Some patients are not able to pay extra cash required. Patients living in Santa Ynez Valley have no transportation to our clinic.
Increase service in North County for Lompoc, Solvang and Santa Maria Intercity transport. We have an office in Solvang, but we see patients from Lompoc and Santa Maria. It is very difficult for them to get to Solvang.
Wait time and days ahead notice for door-to-door services would be great to have someone hired to assist people pick out their route and ride with them the first few times to ensure they understand and are comfortable with it.
Connect Santa Ynez Valley Transit with Lompoc, Los Alamos, Santa Barbara and Santa Maria. More frequent service for Santa Ynez Valley.
Change waiting time for pick up in Santa Barbara because most seniors are sick or weak to wait for the bus for pickup in Santa Barbara.

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## Appendix III

### Regional Workshops

The following information summarizes comments from each of the public workshops that were targeted to solicit input on transportation needs and priorities related to social service transportation. The expressed needs are summarized by major category and potential areas of resolution are identified at the end of each summary of regional workshops. A list of the attendees is also provided.

The workshop flyer is also attached. The flyer announcing the workshops was widely distributed to social service agencies and providers via. SBCTAC, specialized address lists, all County Departments and Divisions addressing social services, transit providers, SBCAG web site, among other means.

#### **Lompoc Workshop, 7/23/07**

**Attendees:** Bea Merwin and Carolyn Chamberlin - Community Partners in Caring, Fausto Navarro - Queen of Angles, Jeannie Begly - Catholic Charities, Jody Taylor - Lompoc Family YMCA, Nita Streetman and Rick Hummel - LOVARC, Richard Fernbaugh - COLT

**Staff:** Michael Powers, SBCAG

**Issues:** Safety concerns of seniors:

- Difficulty of walking to bus with walkers over uneven pavement
- Homeless sleeping at bus stops
- Unlit bus stops
- Condition of pavement, flat tires on cars
- Transit driver knowledge and sensitivity to senior and disabled issues

Local Transit Access issues

- One-half hour frequencies insufficient
- Access to Vandenberg Village/Mission Hills, long walk up to the Club House and residences from where bus stops
- Access to St. Mary's Church, long walk from College where bus stops
- Bus service to College late at night
- Access to YMCA
- Access to YMCA After School Child Care Programs which is at 5 locations, 3 in city, 2 in Village

Interregional transit issues

- Breeze welcome addition and good service
- Earlier connection between COLT and Breeze to access Court in Santa Maria
- Increase Breeze frequency to account for variations in shift work

Miscellaneous

- Access to bus tokens by low income persons
- Odor on buses

Areas of Resolution

- COLT staff will discuss access issues to unincorporated County upper VV and MH with County of Santa Barbara, Public Works Dept. transit staff
- Driver orientation to include working at Senior Center
- More publicity on home delivery bus service of students at Hancock College after regular bus service schedule stops
- More publicity on Senior Dial-a-Ride service
- COLT staff to examine local transit access to YMCA Child Care facilities
- Examine enhanced Breeze service as funding permits. Potential JARC funding

### **Solvang Workshop, 7/24/07**

**Attendees:** Dean Palius and Adriana Uribe - People Helping People, Paula Parinsotto - YMCA, Collen Klein - Buellton Senior Center, Lorena Ahumada - SYVT, Tully Clifford - City of Solvang

**Staff:** Michael Powers

**Issues:** Safety concerns of seniors:

- No bus stops or shelters in Buellton
- Unable to afford bus fare or other transport for senior lunch in Buellton

Local Transit Access issues

- Access to programs at YMCA
- Timely access from Los Olivos and Ballard to Santa Ynez and from Oak Valley to Jonata
- Access from Oak Valley and Jonata to Sheriff Athletic League in downtown Solvang
- Transit frequencies in Santa Ynez and Los Olivos need improvement. As it is: 1:40 min. wait.
- Low income WIC residents east of SR 154 need transportation

Interregional Transit Issues

- Need Santa Ynez – Lompoc service to access Public Health, DMV, Hancock College and other services in Lompoc. Service must accommodate mothers dropping off kids to school at 8:00 and mid-day service also important. Also, lots of lower paid workers live in Lompoc and work in SY Valley, e.g., Lutheran Home, Albertsons.
- Medical transportation of low-income Spanish Speaking persons requires better coordination among social service agencies. Translation an additional issue
- Santa Ynez to Santa Barbara service need mid-day option on Valley Express to access medical services and get home from Cottage Hospital if discharged
- Los Alamos to Santa Maria, use a van, like Cuyama

Areas of Resolution

- City of Solvang staff currently working with Buellton on shelters. Plans are in place to add shelters in Buellton
- New transit service pilot program between Lompoc and Buellton/Solvang approved by SBCAG. Implementation to take place



by 2008 Potential for JARC funding high given diversity of service needs.

- SYVT will work with County Public Works to address timeliness of service issues in unincorporated area.
- SYVT to examine local transit access issues to school child-care and sports programs.

### **Santa Maria Workshop, 7/25/07**

**Attendees:** Martha Yepes – Cuyama, Linda Walsh – Child Welfare, Sheila Martinez – Santa Barbara County Social Services, Michaela Manning - Santa Barbara County Social Services – Adults, Ashley Payne – Community Partners in Caring Dana White – Health Care for the Homeless, Austin O'dell - SMAT

**Staff:** Sarkes Khachek, Gregg Hart

### **Issues:**

#### Local Transit Access:

- Clients don't have licenses to drive.
- Clients are too poor and can't afford the bus. Are discount bus passes eligible for a grant?  
Discount bus passes would help us and help social service agencies. Can the MPO have a regional bus discount program for the entire county like a commuter check system?
- Breeze Bus is great but clients often have difficulty making connections on SMAT to their appointments and when returning to their community also misses connections to get home after disembarking the Breeze. The connections can be very confusing to clients and we don't know how to do it either.
- If agencies could refer clients to a centralized social service agency dispatching and then clients could get assistance in planning their trip on the various buses it would help.
- It sounds like there are multiple options that exist but agencies don't know about them. Maybe a referral service could get this information out to agencies.

#### Interregional Service

- In Cuyama we only have one 12 passenger van that comes at 9:00 Am on Tuesdays and Thursdays and goes to Santa Maria and back to Cuyama t 3:00 PM. The van is paid for by the County Recreation Department. When this service doesn't work, I sometimes have to drive families to appointments myself and must close the office when I do. Many of our clients don't have licenses to drive.
- Families that are separated in different parts of the county require lots of travel to coordinate services that requires more cars and more staff.
- The County Health Department has to transport families and seniors to UCLA, USC and even Stanford.
- Would dispatching software be eligible for grant funding?

#### Areas of Resolution

- Breeze, SMAT, COLT staff to assess local transit connectivity
- SBCAG staff will determine if New Freedom will subsidize bus passes

around county and if dispatching software is eligible in the 5310 program

- SBCAG staff will notify County of request for improved frequency of service between Cuyama and Santa Maria
- Potential expansion of interregional medical services between north and south county emerging as a priority
- Improved distribution of available transit services to social service agencies important. SBCAG in cooperation with local agencies to update transit guide
- Initiate discussions with non profit support center to improve coordination of transportation services

### **Santa Barbara Workshop, 7/26/07**

**Attendees:** David Damiano – MTD, Ernesto Paredes – Easy Lift Transportation, Dan Reid – SB County Public Health, HIV AIDS Program, Laura Inks – Arts Alive, Julie Guzman – SBCTAC, Dana Dorsey, Julie Kahn – SBCTAC, Tri counties Regional Center  
Ada Conner – Alpha Resource Center, Steve ???

**SBCAG Staff:** Michael Powers, Gregg Hart

**Issues:** Local Transit Access:

- Vista Coastal Express does not access Arts Alive. Arts Alive's center is located on Calle Cesar Chavez. One of our art teachers commutes to work on the Vista bus from Ventura but the closest stop is at Gutierrez and Garden Street.
- MTD does not access the train station for early or late trains
- MTD does not access Arts Alive from local junior high and high school
- Is MTD safe?
- Does Easy Lift have loaner vehicles

Interregional Transit

- Our clients reside in both North and South County but the majority of our providers are in South County and the only dental provider is in South County so we have significant transportation issues. We use SMOOTH sometimes but they have a shifting schedule and don't cover all the days. Our clients reside in Guadalupe, Lompoc and Santa Maria.

Areas of Resolution

- Yes, MTD is safe and security is increasing with addition of cameras at Transit Center and proposed for buses.
- SBMTD line 20 goes close to Arts Alive. New housing in area may necessitate new transit services in near future
- SBMTD will examine access to train station with renewal of contract with City of SB on downtown waterfront shuttle
- Easy Lift to distribute information on loaner program to Alpha
- Enhanced medical services transportation from north to South County is a significant need that could be addressed by expansion of service frequencies of COLT and SMOOTH Health Services Bus from Lompoc and Santa Maria.

## Public Notice

### To: Social Service Agencies and Non-Profits involved with Transporting Clients

The Santa Barbara County Association of Governments (SBCAG) would like to extend an invitation to your organization to participate in the development of Transportation Connections. Transportation Connections will be Santa Barbara County's Coordinated Public Transit-Human Services Transportation Plan.

*Transportation Connections* will help identify the transportation needs of individuals with disabilities, older adults and individuals with limited incomes in Santa Barbara County and provide strategies for meeting these needs through improving coordination of public and private transportation services. The plan will prioritize the distribution of funding from the Elderly and Disabled, Jobs Access and Reverse Commute and New Freedom programs within the Federal Transit Administration.



Some funding will be available to meet multiple transportation purposes including but not limited to operation of services to the purchase of radio equipment, vans and buses. However, a plan is required by Federal regulations to insure our continued eligibility for these funding programs. Only projects that are consistent with the plan are eligible to receive future funding.

To determine the best strategies for prioritizing the distribution of funding, SBCAG is seeking input from your agency.

SBCAG and local transit operators are holding a series of regional meetings around the county to elicit your input. Your attendance is encouraged. Please review the meetings schedule below to see the date and time nearest you.

### Transportation Connections Meeting Schedule

Date and Time	Region	Co-Sponsors	Location
Monday, July 23 at 1:30PM	Lompoc Valley	SBCAG, COLT	Lompoc City Hall, Council Chambers
Tuesday, July 24 at 1:30PM	Santa Ynez Valley	SBCAG, SYVT	Solvang City Hall, Council Chambers
Wednesday, July 25 at 1:30PM	Santa Maria Valley	SBCAG, SMAT, SMOOTH	Santa Maria City Community Development, Moon Room
Thursday, July 26 at 1:30PM	South Coast	SBCAG, SBMTD, Easy Lift	Santa Barbara County Administration Building, Planning Commission Hearing Room

If you have any questions or comments, please contact Michael Powers at 805-961-8910 or via email at [mpowers@sbcag.org](mailto:mpowers@sbcag.org).